



CONCIERGE/ SECURITY OFFICER

JOB DESCRIPTION

1. Position in Organisation

- 1.1. Accountable to the Mobilisation Manager.
- 1.2. Organisational chart, see appendix 1.

2. Main Purpose of Role

- 2.1. The Concierge Worker provides first contact and safeguarding to clients at night. This includes, controlling access to buildings, monitoring CCTV systems, dealing with emergencies, carrying out H&S checks and reporting or handing over concerns.
- 2.2. The STOP projects and other similar projects provide emergency short stay accommodation for young people. It provides for both young men and young women usually between the ages of 16 and 18 who are no longer able to live at home. Some of these clients will be high risk and may present difficult or challenging behaviour.
- 2.3. In STOP and other similar projects the Concierge Workers will be expected to work alone during night shifts and in all cases they will have access to advice and support from CAYSH's Out of hours Management On Call Service.
- 2.4. The Roving Concierge Workers are expected to visit all projects on a rotation basis with an emphasis on properties where there have been identified risks concerning safeguarding and/or anti-social behaviour.

3. Key Accountabilities

3.1. Shift Duties

- 3.1.1. To support the work of the project by ensuring that it and the clients are safe and secure through the provision of overnight waking cover and door control.
- 3.1.2. To carry out other project tasks at the direction of the manager or 'responsible staff member.'

3.2. Residents Support

- 3.2.1. To provide basic first contact advice and support to clients and to contact the managerial On Call Service as appropriate.

3.3. Health and Safety

- 3.3.1. To actively ensure the security of the buildings through visual inspection, regular Health and Safety checks and the monitoring of the CCTV system.
- 3.3.2. To record any findings in line with policy and procedure.
- 3.3.3. To take action in the event of a fire or emergency and calling emergency services as appropriate.

3.4. Safeguarding

- 3.4.1. To ensure the young people are protected from harm and that any concerns are reported in line with the London Safeguarding Procedures.

3.5. Administration and Maintenance

- 3.5.1. To log any reported maintenance issues and liaise with CAYSH as appropriate.

3.6. Teamwork

- 3.6.1. To complement and support the work of other project staff through the recording and handing over of relevant information after each shift.
- 3.6.2. To update the log book per shift.
- 3.6.3. To take responsibility for punctual attendance.
- 3.6.4. To participate in supervisions, appraisals and training as appropriate and to take active responsibility for developing skills and knowledge.

4. **General Duties**

- 4.1. To ensure that CAYSH's Equality & Diversity Policy and procedures are actively promoted in all areas of work and that services are accessible to all individuals.
- 4.2. To ensure that all CAYSH policies are adhered to at all times by service users and visitors.
- 4.3. To contribute to the overall running of Projects by ensuring a high standard of general upkeep and maintenance.
- 4.4. To regularly participate in the review of CAYSH policies in line with legislation.
- 4.5. To attend supervision, staff meetings and any other relevant meetings as directed or as and when required.
- 4.6. To attend forums, seminars and training as required by the post and agreed by the Service Managers and/or the Mobilisation Manager.
- 4.7. To work proactively as part of a team.
- 4.8. To work at other locations as and when required or directed.
- 4.9. To carry out any other duties appropriate to the post as directed by the Mobilisation Manager, Service Managers, Chief Executive or other management.

5. **Other Duties**

- 5.1. To ensure confidentiality of all personal data held in your care as specified in the Data Protection Act 1998.

CONCIERGE/ SECURITY OFFICER PERSON SPECIFICATION

1. KNOWLEDGE & EXPERIENCE	
1.1. A mature & non-judgmental attitude to working with a client group that may present challenging behaviour	Essential
1.2. A basic understanding of the often complex issues likely to be presented by the vulnerable young people who use STOP. These are likely to include: mental & physical ill health; challenging behaviour including sexualised behaviour; drug & alcohol abuse; anti social behaviour; offending & young people leaving care	Essential
1.3. The confidence to challenge appropriately & the ability to use initiative & make reasoned & quick decisions within CAYSH's policy & procedural framework	Essential
1.4. An understanding of Health & Safety at work & the likely issues to occur in a residential building.	Essential
2. SKILLS & ABILITIES	
2.1. <u>Analytical Thinking</u> - Sifts and analyses information to solve problems	Essential
2.2. <u>Commitment and Drive</u> - Conscientious, professional, proactive & solution focused	Essential
2.3. <u>Efficiency and Effectiveness</u> - Organizes & prioritizes, delivers on time & meets standards	Essential
2.4. <u>Teamwork</u> - Considerate & supportive, flexible & responsible	Essential
2.5. <u>Effective Communication</u> - Articulate, ability to communicate effectively with young people & seeks to understand & be understood. Writes clearly & concisely	Essential
2.6. <u>Resilience</u> - Responds positively to challenges, is reflective & not risk averse. Demonstrates emotional intelligence	Essential
2.7. <u>Customer Focus</u> - Builds effective & bounded relationships, enabling & promoting positive relationships with young people. An ability to problem solve & look for solutions reducing levels of risk that young people may become harmful or may be harmed themselves	Essential
2.8. <u>Embracing Change and Innovation</u> - Responds positively to new ideas & change, proactive & solution focussed	Essential
2.9. Ability to work alone without direct supervision	Essential
2.10. Good customer care skills, honesty, punctuality & integrity	Essential
2.11. Ability to be self servicing in using computers (MS Office) to create notes & logs & to send and receive emails.	Essential
2.12. Reasonable level of physical fitness and an ability and willingness to work flexibly on a shift rota including throughout the night, weekends and Bank Holidays	Essential
2.13. A driver with a clean driver's licence	Essential