

# MY JOB: CONCIERGE WORKER

**JOB PURPOSE:** To provide waking cover throughout the night, providing a continuous and effective enhanced housing management intervention and safeguarding to vulnerable tenants of the service. To deliver person centred approach to the diverse needs of our customer group creating and maintaining a safe environment for the people we support. Maintain a balance between a safe service delivery and respecting the delivery of a flexible, responsive support service which can adapt to changes in everyone's level of need.

## WHAT I AM ACCOUNTABLE FOR:

- providing a support service which enables people to stay safe and protected from harm, including responding to emergencies, security of building, promotion of personal safety/security, managing visitors, and the health and safety within the building.
- developing and sustaining effective partnerships with the people we support.
- taking appropriate action in the event of an emergency/ challenging situation, and ensuring all reporting procedures are carried out.
- providing safe and guided approach to the people we support, with the ultimate goal in maintaining a reliable and continuous source of general advice, advocacy and liaison for all.
- carrying out appropriate home/building maintenance and report any risk.
- to monitor the health and well-being of the people we support including effective monitoring of CCTV and door entry systems, empowering individuals to maintain a high level of personal safety.
- promoting social inclusion and community connections for the people we support, by providing access to advice and information regarding the full range of community resources available including transport links.
- monitoring, reviewing and evaluating individual protocols for the people we support in line with their support plans.
- maintaining the Health and Safety and Security of communal areas, including health and safety inspections and conducting fire drills.

## HOW I OPERATE:

### Values Led Leadership

- High levels of interpersonal skills that role model involvement and ability to engage with multiple people with differing needs.
- Engaging interpersonal skills, with the ability to deliver service results through yourself and others.
- Adaptable and able to work in a challenging and changeable environment.
- Role modelling our values
- Act as an ambassador for the organisation
- Ability to be flexible and adaptable
- Ability to work as part of a broader team
- Ability to learn and reflect

## WHAT I NEED:

### Skills\Knowledge

- Experience of working with vulnerable adults, specifically people with mental health needs or substance misuse
- Previous experience working under challenging circumstances
- Ability to work autonomously
- Good written and verbal communication skills
- Ability to use IT systems confidently
- Experience of working to deadlines and prioritising work loads
- Knowledge of the application of Health and Safety legislation