

Job Description

Job Title	Night Worker / Concierge
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Core Purpose of Job	<p>In our temporary supported accommodations, the core purpose of this job is to support people who are experiencing homelessness, to build the skills and support networks they need to prepare them for independent living when they move into their own tenancy.</p> <p>In our supported settled accommodations, the core purpose is to support people who have experienced homelessness and have complex needs, to give them a secure home for life in a supported environment.</p> <p>The Night Concierge will work with the people we support to provide positive, and emotional support that promotes choice and encourages personal responsibility. To maintain a clean environment for all.</p>
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Organisational Position	Reporting directly to the Service Lead or Senior (Line Manager), a member of the Management Team, and as such sharing responsibility for the leadership of the organisation and the management of staff.
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Key Outcomes	
1	Ensure effective security of residents and the building at all times, including collecting and giving residents their keys, fire safety, reporting repairs, manning CCTV and responding promptly to any issues, doing welfare checks as needed and dealing with any issues arising.
2	To provide person-centred and trauma informed support to people who use the service.
3	To ensure that the buildings cleanliness complies with standards set by SSSC, the Care Inspectorate and CEC (for temporary accommodations). This includes daily cleaning of the office and all communal areas. To record the cleaning tasks when completed.
4	To maintain accurate records and case notes on various systems.
5	To ensure the service complies with standards set by Scottish Social Services Council (SSSC) and to work within relevant Health and Safety guidelines to maximise the safety of residents and staff.

Night Concierge

This version replaces any previous one

Rowan Alba Limited is a Company Limited by Guarantee 289744 with Charitable Status (Charity No.SC036775). Our registered head office is Rowan Alba at SPACES, 1 Lochrin Square, 92-98 Fountainbridge, Edinburgh, EH3 9QA.

6	Work as part of a team to ensure the security of both residents and staff, including safety calls to other services throughout the night and record these.
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Accountability	
Freedom to act	<p>To work within the framework of, and promote adherence to, Rowan Alba's structure, policies and procedures to achieve best practice with individuals using our services and those commissioning them.</p> <p>Identify development areas within your role and engage with the coaching opportunities within the organisation to support professional development.</p>
Risk Management	To be aware of and work within Rowan Alba's Health and Safety policy and to report any issues of concern and in conjunction with the service Lead.
Level of problem-solving required	<p>Engage with Residents with varying levels of support needs and challenging behaviours.</p> <p>A desire to learn new skills and experiences relevant to the role and the service.</p>

Communication	
Subject complexity and expertise	The people we support may present with drug/alcohol/mental health problems and accordingly require intensive support.
Contact inside the organisation	Giving and receiving objective feedback with other staff, one to one, during team discussions and Support and Supervision.

Competencies required	
Core Competencies	<ul style="list-style-type: none"> • To have a positive outlook, be open and friendly, self-motivated and flexible. • Promote choice, well-being, positive risk taking and the protection of the people we support from risk of danger, harm, or abuse. • Work effectively with a team; promoting and contributing to effective communication; working effectively in partnership with other

	<p>professionals and demonstrate a commitment to the ongoing delivery of effective and appropriate service administration.</p> <ul style="list-style-type: none"> • To record and report information in accordance with operational guidelines and regulatory requirements. • To promote, monitor and maintain health, safety, and security within the working environment and comply with all Health and Safety requirements in line with current Policies including risk assessments • To respect – as is included in the Ethos of Rowan Alba (Accept, Support, and Include) – the people we support’s lifestyle choices. • Answer the door and telephone, to give / take residents keys when they go in and out of the building. • Greet visitors in a professional manner, to check ID and record this appropriately and do the site induction to new visitors. • Participate in staff and residents' meetings as required. • Work on a rota basis involving weekday and weekend work. • To undertake any training deemed necessary to fulfil the requirements of the role
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Person Specification

Experience	
Essential	<ul style="list-style-type: none"> • Able to build and sustain positive relationships with the people we support while being compassionate, non-judgemental and respectful. • Ability to establish and sustain trust and confidence with colleagues and the public promoting and representing Rowan Alba positively and professionally at all levels. • Able to generate own work and work with minimum supervision. • Ability to demonstrate resilience in dealing with emotions, distress, and challenging behaviour.
Desirable	<ul style="list-style-type: none"> • Experience of service delivery within a social care setting. • Experience in homelessness and rough sleeping

Knowledge and understanding

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Essential	<ul style="list-style-type: none"> • Of issues faced by people who use the service
Desirable	<ul style="list-style-type: none"> • Knowledge of best practice in the provision of support services.

Skills, education, qualifications	
Essential	<ul style="list-style-type: none"> • Good verbal and written skills • IT literate – be competent working with Microsoft Word or equivalent · • Able to work under pressure and deliver results · • Flexible, creative • Organised and dependable • Scottish Vocational Qualification (SVQ Level 2 - Adults) qualification or willing to work towards it.

This job description outlines the general ways in which it is expected you meet the overall post. The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager. Whilst you might be appointed to work in this service, you may be asked to work in different Rowan Alba services in order that we can support people in the most flexible and person-centred way. This job description is subject to regular review.