**Concierge – Refuge**

**JOB DESCRIPTION**

**Accountable to: Senior Refuge Coordinator - Herefordshire Hours of Work:**

**Hereford 37 hrs per week**

**Evenings and some weekends**

**Responsible for: No staff Salary: Band 3, Point 5**

**Location: Hereford**

**Core Purpose** Maintain and protect the safety and security of Refuge and its residents, out of normal office hours.

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| Maintain and protect the safety and security of Refuge.  | * Meet with daytime staff for a formal ‘handover’ as and when appropriate to the shift. Conduct an effective ‘handover’ to the Helpline / ‘on-call staff at the end of every shift, ensuring that all issues arising during the shift are recorded and discussed with colleagues.
* Alert the emergency services as and when there are concerns for the safety and well-being of residents
* Maintain effective ongoing relationships with the Police and other emergency response services, as appropriate.
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| Ensure that the health and safety of all residents of the building is maintained. | * Contribute to monthly health & safety scheme inspections & issues resolution and maintaining computerised records of all checks and actions in line with the organisation’s Health and Safety Policy.
* Report and record all issues relating to the Health, Safety and Welfare of the residents to the appropriate staff.
* Implementation of fire policy – keeping communal walkways clear of combustible items, providing floor plans of escape routes, evacuation drills with residents.
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| Control access to the premises  | * Undertake admittances for those who are referred out-of-hours for safe accommodation in an emergency, ensuring that they have all that they need to be comfortable and safe for the night / weekend.
* Ensure all rooms can be accessed by residents and replacement keys/locks be provided where necessary.
* Monitor and supervise visitors to the refuge whilst on duty.
* Patrol the premises (internally and externally) on a regular basis, checking to ensure the integrity of the building is maintained.
* Facilitate safe and secure access to the accommodation by key specialist health, social and welfare agencies (with resident’s agreement) and by maintenance and servicing contractors.
* Maintain appropriate contact with WMWA staff that are on-call out-of-hours.
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| Provide appropriate housing management support for service users living in the refuge.  | * Report any malfunctions of any of the services to the building and secure effective repair at the earliest opportunity.
* Report breaches of security and damage to the fabric of the building to the appropriate authority/agency and calling ’approved’ contractors out to deal with emergency repairs to maintain the security and safety of the building as required.
* Maintain manual and computerized records and monitor CCTV screens.
* Carry out minor repairs and maintenance tasks e.g. changing light bulbs in communal areas. Undertake occasional domestic duties including cleaning in offices and communal areas.
* Assist in tenancy management matters, ensuring residents understand their rights and responsibilities. This may include monitoring and reporting any breaches of tenancy license agreement, and dealing with complaints and tenancy disputes.
* Answer telephone calls to WMWA out-of-hours, including transferring callers and taking messages as required.
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|  | * All work to be undertaken in line with WMWA’s policies and procedures, including Safeguarding, Health & Safety, Customer Involvement and Equality and Diversity
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|  | * Attend regular supervision sessions with the appropriate Line manager
* Attend staff training and team meetings, as and when requested.
* Any other duties as reasonably requested by the Senior Refuge Worker/Coordinator.
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Concierge – Refuge

Person Specification

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| Qualifications | * Minimum of A-level standard of education or equivalent (Essential)
* First Aid / Health and Safety qualification (Desirable)
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| Experience | * Experience of dealing calmly and effectively with emergency situations and services
* Experience of working as part of a team to improve outcomes for vulnerable people
* Knowledge and understanding of basic security systems and their operation
* Knowledge and understanding of utilities e.g. heating, lighting, water– sufficient to identify the source of malfunction and to call out the appropriate support services
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| Skills and Abilities | * Good verbal and written communication skills, including completion of electronic forms and recording of data
* Ability to deploy assertiveness appropriately in meeting and resolving challenging situations
* Good IT and recording skills
* Ability to organise own workload and respond to unplanned demands
* Ability to carry out minor repairs e.g. change light bulbs
* Ability to work as part of a team that provides a cohesive and comprehensive service to users with a wide range of needs
* Ability to work with minimal supervision, within agreed schedules and guidelines
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| Knowledge | * Knowledge and understanding of tenancy and housing management
* Knowledge and understanding of Health and safety and its application in the residential setting
* Knowledge and understanding of domestic abuse issues and the needs of those affected by it
* Knowledge and understanding of safeguarding children processes and practice
* Working knowledge of disability, mental health and drug and alcohol issues
* Knowledge of and agreement with Women’s Aid aims and principles
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| Essential Attitudes | * Understanding of and commitment to anti-discriminatory working practices
* Commitment to the empowerment of those affected by domestic abuse
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| General Requirements | * Willingness to work unsocial hours
* Car user desirable
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