

Job Description			
Job title:	Night Duty Officer	Location:	Merseyside
Responsible for:	H&S and Security of Residents and Premises	Responsible to:	Senior Homeless Officer

Overview of the role
<p>To ensure the safety and security of the customers and premises</p> <p>To provide onsite management and supervision of the scheme with regard to security, maintenance, health and safety and cleanliness</p> <p>To provide assistance to customers, contractors and visitors out of office hours.</p>
Main responsibilities and accountabilities
<ul style="list-style-type: none"> • To support vulnerable people to recognise and accept responsibility for their own decisions and make informed choices. • Ensure accurate information is maintained for each customer. • Take responsibility for maintaining the upkeep of the scheme to the required standards, ensuring a safe and secure environment, including regular health and safety checks, fire safety checks. • Ensure the safety and security of the customers, the building and property (external and internal). • Adhere to the working procedures and practices and the terms of the license agreements. • To deal effectively with any immediate issues such as security issues, fire alarms or customer's needs. • Contact relevant agencies/persons if there are concerns about customer's safety. • Provide a point of contact and reassurance for customers as appropriate during the night who require it, and contact others according to procedures as appropriate in emergency cases. • Keep clear and accurate logs/reports and handover all relevant to homeless housing officers when they come on duty.

- Carry out essential administrative and maintenance duties to ensure the efficient running of the project, including IT and paper records.
- Liaise with other agencies and partners as required.
- Work shifts on a rota basis, including being flexible and ensuring annual leave and sickness absences are covered.
- Ensure any vacant rooms and all communal areas and the premises as a whole are in acceptable condition and clean where necessary and ensure all cleaning and equipment is working and in a usable, report any issues or replacements needed.
- To liaise effectively and appropriately with colleagues to ensure the smooth running of the scheme and the effective management of the tenancies.
- Ensure the prompt reporting of emergency repairs and liaise with out of hours service and contractors to ensure access and completion.
- Be fully conversant with and able to use the housing management systems, CCTV and monitor health and safety of the scheme and report any issues including logging maintenance and repair requirements
- To help develop and co-ordinate the induction process for new residents and staff in the project.
- To attend relevant training courses, supervisions and team briefings as required.
- To embrace diversity and take a proactive approach in ensuring that the Company's Equal Opportunities Policy and Equality and Diversity Strategy and Action Plan are implemented at all times.
- To provide a high standard of service to clients at all times as required by Dane Housing's Customer Service Policy and Service Standards.
- To work at all times within the requirements of Dane Housing's Code of Conduct for Employees and other corporate policies and procedures.
- To abide by the Company's Health & Safety Policy and Procedures at all times.
- Any other duties as may reasonably be expected of the post holder.

Key contacts

The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below.

Key internal contacts are:

- Out of hours response
- Senior Housing officer
- Income Max
- Customer Services
- H&S team
- Compliance team
- Support Services Managers

Key external contacts are:





- Mainstay
- Social Care etc EDT
- Customers
- Contractors
- Police etc.
- Key agencies

Person Specification

Job title:

Night Duty Officer

Area	Requirements
Education	<ul style="list-style-type: none">• Good IT skills (D)• Has an understanding of Health and Safety in regard to buildings/premises (E)
Experience & knowledge	<ul style="list-style-type: none">• Demonstrates an understanding of the operating environment for supported housing services. (E)• Knowledge of the issues that affect homeless people, experience of working in a similar environment providing support to vulnerable people. (E)• Ability to deal with customers with complex support needs. (E)• Able to communicate effectively with customers, colleagues and professional agencies. (E)• Can demonstrate the ability to store and write clear and accurate correspondence. (E)• Encourages and supports the team to deliver an outstanding service to customers, work with confidence, resilience and integrity. (E)• Demonstrates a good understanding of the operating environment for supported housing services. (E)• Able to work using own initiative, as well as part of a cohesive team. (E)• Keen understanding of data protection and confidentiality requirements. (E)• Good problem solving skills. (E)• Able to work well under pressure. (E)

<p>Personal qualities</p>	<ul style="list-style-type: none"> • Delivers personal targets and objectives (E) • Uses a variety of skills and techniques to communicate with others. (E) • Shows and delivers respect at all times. (E) • Willingness to work flexibly to meet the needs of the service. (E) • A positive and responsive attitude to change, contributing to improvements and solutions. (E) • Works collaboratively with others, generating a positive team dynamic, building effective working relationships (E) • Sensitive and supportive person centred approach to customers, particularly those with complex needs (E) • Committed to Plus Dane’s Values and Behaviours (E) <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div data-bbox="405 763 584 1144" style="text-align: center;">  <p>learn and grow</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we embrace change</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we learn from our experiences</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we take pride in developing ourselves and others</p> </div> <div data-bbox="635 763 783 1128" style="text-align: center;">  <p>work together</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we are one</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we share a purpose</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we support and are supported</p> </div> <div data-bbox="860 763 1018 1144" style="text-align: center;">  <p>achieve for our customers</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we care</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we go the extra mile</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we create positive experiences for our customers</p> </div> <div data-bbox="1086 763 1257 1144" style="text-align: center;">  <p>take ownership</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we are decisive</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we see things through</p> <hr style="width: 50%; margin: 5px auto;"/> <p>we trust and are trusted to do the right thing</p> </div> </div>
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Safeguarding Statement

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.