

CONCIERGE AND OUT OF HOURS REFUGE WORKER

JOB DESCRIPTION

Job Title:	Concierge and Out of Hours Refuge Worker (Refuge based)
Salary:	£10.90 per hour currently (Real Living Wage) increasing to £12.00 per hour from 1 April 2024
Hours:	Weeknights, weekend days and nights and Bank Holidays. We are currently looking for fortnightly Thursday night cover 5.45pm – 8.15am and someone to join our bank team, providing cover for out of hours shifts when needed.
Responsible to:	Services Manager or Assistant Services Manager, Chief Executive and Staffordshire Women's Aid Board of Trustees.
Job Purpose	This role will be based at Staffordshire Women's Aid's Refuge accommodation in Stafford. The role is lone worked and includes allowing residents entry to the building, answering calls on our 24 hour helpline, being available to residents and the health and safety of the refuge outside of office hours.

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

The Out of Hours Duties:

- Out of Hours Workers will take all possible steps to ensure the safety and confidentiality of the users, staff, volunteers, and management of Staffordshire Women's Aid.
- Out Of Hours Staff will be expected to adhere to all Staffordshire Women's Aid Policies and Procedures.
- Operating the door entry system allowing access to the building to residents and ensuring that no unauthorised persons gain access to the refuge.
- Answering the 24 hr help line, listening, and offering advice about SWA and Survive services, taking Self-referrals and appropriately recording on OASIS database.
- Be responsible for managing and reporting any emergency maintenance issues, e.g. lift problems or emergency repairs. This includes any emergency maintenance issues at the dispersed refuge properties.
- Be available to residents if they have any questions or concerns and to be responsive to their emotional wellbeing, safety and safeguarding, in person at Forward House and via telephone to dispersed property refuge residents.

- Allow access to emergency services or emergency repair staff.
- Ensure all emergency lighting in communal areas and passages are working and carry out Fire Marshall Duties outside of office hours where necessary.
- Check security cameras ensuring that no unauthorised persons enter the building or are present on the building grounds.
- Respond to disputes between residents to ensure safety of refuge.
- Report incidents to a refuge manager or team member on call.
- General maintenance and cleaning the communal areas and flats when necessary.
- Ensuring communal areas remain safe and hazard free.
- Ensuring general cleanliness of the staff kitchen and sleepover room.
- To carry out tasks as directed by line manager and day team staff, including preparing flats for new residents or other tasks to contribute to the smooth running of the refuge. This will include cleaning, clearing, and stocking flats as requested. This work is expected to be to our usual high standard.
- Flexibility to attend quarterly Out of Hours meetings.
- Locking up and securing communal areas in the building.
- Locking up and securing the building at night.as per the Out of Hours Handbook.
- Sleepover (on week, bank holiday and weekend night shifts) but be available to respond to emergencies and help line calls.
- Provide clear handover of any incidents, concerns, or any other relevant information at end of the shift to other Out of Hour's staff or day staff.

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Weeknights, Weekend days and nights plus Bank Holidays

PERSON SPECIFICATION

The following skills, knowledge and attitudes are essential to the post. We are seeking people who can work outside of normal office hours, and who will be committed to ensuring the safety, security and confidentiality of the refuge and its residents.

- Experience of, or willing to undertake training in basic Health and Safety and the ability to carry out and record regular checks as requested and to act to identified problems or issues as they arise.
- Understanding of the risks to victims of domestic violence and sexual violence living in refuge and the trauma they have or may still be experiencing.
- Ability to effectively manage security processes and door entry.
- Good practical skills for management and reporting of emergency maintenance issues.
- Respectful and approachable to both residents and other staff members
- Good literacy skills to enable written logs of shift work, form filling and recording for the purposes of booking in residents, recording incidents, taking referrals, and reporting problems.
- Good IT skills to be able to navigate and record appropriately on OASIS database.
- Clear verbal communication skills, ability to process referrals to refuge by telephone, make contact for repairs, and to respond to any enquiries.
- A balanced disposition, with the ability to be objective, and to manage minor disputes without becoming personally involved.
- Understanding of professional boundaries and the ability to identify when any issues arise which need input from management.
- Capacity to be flexible to enable management for changes in shifts.
- An ability to adhere to instruction, policies and procedures when working alone.