



ROLE PROFILE

Job Title: Night Foyer Supervisor	Role Reports to: Operational Manager	Business Function: Supported Housing	Grade: H
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Job Purpose: Provide a safe and secure environment for customers outside of normal working hours across residential and communal areas. Subject to Enhanced DBS Check incl Children Barred List	Key Competencies: <ul style="list-style-type: none">• Flexibility & Resilience• Meeting Customer Needs• Interpersonal Understanding• Results Focus• Building relationships
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Key Responsibilities:

1. Take ownership of all monies received for rent, overnight guests and laundry services whilst on shift are handled in accordance with your Housing Group's Financial Standing Orders and all cash handling procedures are followed.
2. Control access to the Scheme, ensuring all visitors are signed in and out of the Scheme.
3. Carry out internal and external patrols, along with the monitoring of security and CCTV systems to maximise customer's safety.
4. Deliver low level support to residents outside of normal working hours, ensuring round the clock access to staff, services and facilities.
5. Deal with any incidents that occur out of hours, ensuring that customers fully comply with scheme rules.
6. Ensure that all Health & Safety procedures are followed and that a response to fire alarm activation is dealt with effectively, ensuring a safe environment.
7. Record all events in the scheme log book, ensuring that relevant information is noted and passed on to handover staff to deliver a continuous support service.
8. Ensure all risk management procedures are followed, recording any Health & Safety and safeguarding events via in-house Datix risk management system
9. Carry out 'check call' responsibilities, providing support via guidance and advice to other lone working colleagues.
10. Ensure all curfews are adhered to and follow the 'Missing from Home' procedures correctly, when appropriate.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Safeguarding a diverse range of customers. • Attend relevant training courses essential to the job role. 	<ul style="list-style-type: none"> • Supported Housing accommodation.
Skills	<ul style="list-style-type: none"> • Ability to relate to vulnerable customers and must be able to demonstrate empathy towards young people. • Assisting in customer engagement (e.g. wake up calls, appointment reminders, etc). • Excellent interpersonal skills and communication skills with the ability to relate to a wide range of people. • Ability to work unsupervised and use own initiative • Ability to calmly deal with emergency situations. • Ability to maintain scheme standards and condition so that it is for purpose out of hours 	<ul style="list-style-type: none"> • Ability to use full range of IT packages (Inc. risk management systems, e.g. Datix). • Ability to maintain accurate confidential records • Positive attitude and flexible approach • Good administration and organisational skills and ability to prioritise a busy workload. • Safe systems of work.
Experience	<ul style="list-style-type: none"> • Previous lone working experience 	<ul style="list-style-type: none"> • Experience of lone working in a supported or equivalent environment. • Worked in a multi-disciplinary team and reported issues to Managers as appropriate.
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent). 	



People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	Maintaining good relationships with customers, visitors, contractors, members of the public, and staff across the service area (check calls).

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Record all handling of cash in the cash handling files and ensure this is signed over correctly during the handover process.
2. Be able to produce an accurate record of any safeguarding concerns via Datix risk management system.
3. Ensure staff training passport is up-to-date and that you as a staff member are compliant in your lone working staff role.
4. Ensure all visitors are signed in correctly and that this information is collected and stored in the relevant place.

Date Role Profile Created/Updated:	November 2018
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