ROLE PROFILE

Night and Weekend Foyer Supervisor

Grade 1

Young People Services Operations Manager

↓

Foyer Operations Manager

↓

Night Foyer Supervisor

↓

No Direct Reports

Department

Supported Housing → **Young People Services**

Role Overview

Provide a safe and secure environment for customers outside of normal working hours across residential and communal areas.

Subject to Enhanced DBS (Disclosure & Barring Service) Check including Children Barred List.

RESPONSIBILITIES

- 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.
- Control access to the Scheme, ensuring all visitors are signed in and out of the Scheme Carry out internal and external patrols, along with the monitoring of security and CCTV systems to maximise customer's safety.
- Deliver low level support to residents outside of normal working hours, ensuring round the clock access to staff, services, and facilities.
- Deal with any incidents that occur out of hours, ensuring that customers fully comply with scheme rules.
- Ensure all Health & Safety procedures are followed, and that a response to fire alarm activation is dealt with effectively, ensuring a safe environment.
- Record all events in the scheme logbook, ensuring that relevant information is noted and passed on to handover staff to deliver a continuous support service.
- Ensure all risk management procedures are followed, recording any Health & Safety and safeguarding events via in-house Datix risk management system.

Our values



- Carry out ‘check call’ responsibilities, providing support via guidance and advice to other lone working colleagues.
- Ensure all curfews are adhered to and follow the ‘Missing from Home’ procedures correctly, when appropriate.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to relate to vulnerable customers and must be able to demonstrate empathy towards young people
- ✓ Ability to work unsupervised and use own initiative
- ✓ Ability to calmly deal with emergency situations
- ✓ Excellent interpersonal skills and communication skills with the ability to relate to a wide range of people
- ✓ Assisting in customer engagement (e.g. wake up calls, appointment reminders, etc)
- ✓ Ability to maintain Scheme standards and condition so that it is fit for purpose out of hours

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of safeguarding a diverse range of customers
- ✓ Proven experience of lone working
- ✓ Ability to attend relevant training courses essential to the job role
- ✓ GCSE Maths and English (or equivalent)

BENEFICIAL TO THE ROLE

- ✓ Knowledge of supported housing accommodation
- ✓ Ability to use a full range of IT packages
- ✓ Good administration and organisational skills, with the ability to prioritise a busy workload
- ✓ Ability to maintain accurate, confidential records