

## ROLE PROFILE

<b>Job Title:</b> Retirement Living Services Night Supervisor	<b>Role Reports to:</b> Scheme Manager	<b>Business Function:</b> Older Peoples Services	<b>Grade:</b> H
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<p><b>Job Purpose:</b></p> <p>Supervise the Scheme out of hours, responding to housing emergencies and managing safety and security.</p> <p>Ensuring excellent customer service is achieved, performance is maximised, and all activity supports the achievement of Your Housing Group's vision and is reflective of older people's aspirations.</p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility &amp; Resilience</li> <li>• Meeting Customer Needs</li> <li>• Interpersonal Understanding</li> <li>• Commercial Focus</li> <li>• Building Relationships</li> <li>• Personal learning and growth</li> </ul>
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**Key Responsibilities:**

1. Carry out internal and external patrols, along with the monitoring of security and CCTV systems to maximise customer's safety.
2. Control access to the Scheme, ensuring all visitors sign in and out of the Scheme.
3. Deliver low level housing support to customer outside of normal working hours, ensuring around the clock access to staff, services and facilities.
4. Carry out communal cleaning and refuge management.
5. Assist with portage requests and communal room set ups.
6. Deal with any emergencies or incidents that occur out of hours, ensuring that customers and visitors comply with Scheme rules.
7. Ensure Health & Safety procedures are followed and response to fire alarm activations are dealt with effectively, maintaining a safe environment.
8. Record all events in the Scheme log book, ensuring relevant information is noted and passed to Your Housing Group day staff to deliver a continuous support service.
9. Assist Site Officer with Health & Safety inspections of communal areas and gritting pathways and car park areas as necessary for the safety of customers, staff and visitors
10. Monitor building management systems, including heating system, etc and daily checks of internal and external communal areas reporting faults to the Group's maintenance call centre, Your Response.
11. Monitor external lighting and report repairs/faults to Site Officer
12. Operate/set and reset the fire alarm, heating system, door entry system, CCTV and fob setting arrangements.
13. Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Fault-finding and reporting maintenance issues</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of working in an older people's service</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Basic IT skills</li> <li>The ability to work unsupervised and using own initiative</li> <li>Excellent communication skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience working within security</li> </ul>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>Literate/numerate</li> </ul>	

<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This post has no budgetary responsibility
<b>Key Relationships (internal/external)</b>	All on site YHG and Sapphire partner staff. On site care team and other service providers Local Authority

#### **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	
<ol style="list-style-type: none"> <li>1. The team action log/handover is updated following each shift and actions relevant to the Site Officer Role are completed or advanced for review and completion at handover</li> <li>2. Support the compliance with legal and statutory health and safety requirements by reporting any issues identified to Your Response and recording all actions taken in the action log/handover</li> <li>3. Record all external and internal and patrols, along with the monitoring of security and CCTV systems to maximise customer's safety in the team action/log book with times of patrols and systems checks.</li> <li>4. Control access to the Scheme, ensuring all visitors are signed in and out of the Scheme.</li> </ol>	
Date Role Profile Created/Updated:	November 2018