

JOB DESCRIPTION	Night Concierge
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1. Post Details

Post Title:	Night Concierge
Location:	Across Essex locations
Salary Scale/Grade:	
Line Manager:	Service Manager

2. Job Summary

Therapeutic optimism is at the heart of our work. Bridge Support believes that all clients with mental health problems can achieve and make positive changes to their lives as they move along their pathway, and it is the responsibility of all staff at Bridge to support them in their journey.

The Night Concierge has responsibility and will provide visiting support as well as first contact, safeguarding and support to the clients at night in the Essex services. The post-holder will be responsible for dealing with emergencies, carrying out Health and Safety checks and communicating any concerns or events to the out of hours On Call Manager. At times this will be a lone working position and at other times there will be support from other night staff.

Job Role Includes

Client Support

- To provide visiting overnight waking cover at various schemes across Essex services and be the first point of contact for clients during the night
- To maintain the safety and security of clients and to provide visiting service throughout the night shift. Undertake regular Health and Safety checks, monitoring the CCTV system and addressing challenging behavior effectively
- To maintain a full and accurate log of events, report on incidents, record contact with clients and report any maintenance issues
- To take immediate appropriate action in the event of an emergency
- To make contact with emergency services and the on-call manager.
- To ensure a safe and healthy environment for clients in line with role and responsibilities.
- Adhere to Bridge Support Policies and Procedures at all times.

- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in team meetings and other meetings where applicable. Engage with clients within established boundaries in order to build rapport. Provide practical support to clients throughout the night shift.
- Observe the presentation of clients and communicate any observations/concerns in line with communication guidance.
- Document any interaction with clients.
- Be responsive to the presentation of clients and take reasonable precautions to manage risk, including deescalating and seeking appropriate assistance when necessary from emergency services.
- To act as a triage service for Bridge Support On-call service
- Respect and promote the rights of clients, ensuring that good practice is maintained.
- Work in accordance with confidentiality legislation/guidance.

Development

- Engage in regular supervision with line manager.
- Attend Team Meetings during the day as required.
- Participate in all training offered during the day.
- Engage in self-directed learning specific to client group/nature of work

Organisational Responsibilities

- Represent Bridge Support in a professional manner at all times.
- Work according to Bridge Support policies and procedures and other guidance/training ensuring the service is run in line with the highest standards of management during the night shift.
- Take all reasonable precautions for the health and safety of the clients and staff and also for the security of the building and its contents.
- Assist in the induction of other staff and bank and agency staff who work on nights.
- Maintain all written records with up-to-date, clear, comprehensive and appropriate information.
- Comply with all policies and procedures and financial regulations.
- Ensure that the Bridge Support Equal Opportunities policy is promoted at all times in the conduct of the organisation's business.



General

- Report any building issues to management and the Housing Officer as soon as possible.
- Any other duties within the scope of the post as directed by the Line Manager.

This post is subject to the requirements of a six-month probationary period.

PERSON SPECIFICATION: Night Concierge

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications/ Experience Include	<ul style="list-style-type: none"> • Experience of working with adults with enduring mental health needs or a similar field • A good standard of education and relevant skills, knowledge, and experience • Able to respond to and interact effectively with clients, including when faced with challenging or difficult behaviour. 	<ul style="list-style-type: none"> • Experience of working with people with Dual Diagnosis and complex needs
Knowledge Include	<ul style="list-style-type: none"> • Understanding of housing management issues • Understanding of Dual Diagnosis and complex needs • Knowledge of Mental Health Act • Knowledge of Housing Acts and legislation 	
Skills/ Abilities Include	<ul style="list-style-type: none"> • Able to work flexibly across 7 days a week on a shift rota basis • Able to develop good working relationships with clients • Ability to recognise ill health and need for intervention • Demonstrate sensitivity and ability to work alongside and with our client group • Ability to establish and maintain rapport and relate positively to people from diverse backgrounds and cultures • Maintain professional boundaries at all times • Able to use supervision effectively 	

	<ul style="list-style-type: none"> • Able to work independently, take initiative and responsibility for time management, own work load and continuing professional development • Experience of contributing to and participating in effective team work • Good verbal and written communication skills with clients and colleagues • Able to work within administrative and financial procedures • Able to make decisions under sometimes challenging circumstances • Understand their own needs and the impact of work place stress 	
Equal Opportunities Include	<ul style="list-style-type: none"> • Awareness of diversity and equal opportunities best practice and implications in supporting service delivery 	
Other Include	<ul style="list-style-type: none"> • Commitment to self-directed learning about our client group • Commitment to taking up training opportunities to further knowledge relevant to post 	