



Concierge Worker (Nights) – Fred Winter Centre (Stratford upon Avon)

Applicant Information Pack

Permanent

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment.

Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required, together with evidence of your current right to work in the UK.

At Spring Housing, we are committed to diversity and inclusion, and positively welcome applications from everyone.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential.”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness.
- To assist people on a journey away from housing need towards a future of stability, happiness and independence.

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to care leavers, people who are homeless or at risk of homelessness and refugees.

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term.

We currently employ nearly 100 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

In 2020, Spring came **31st** out of the Best **100** Not for Profit Organisations to work for and **7th** out of the Best **25** Housing Associations to work for (Sunday Times Best Companies to work for). This was a massive achievement for us, beating many well-established organisations to get this placing, and clearly shows the level of engagement from our staff.

We welcome feedback to continually strive to improve the working environment and experience for our customers. Recent newcomers to Spring said...

- "I like the can-do attitude."
- "Great variety of work and pleasant people and atmosphere".
- "The ethos of the organisation is something that other organisations should aspire to have and you can really feel that the ethics are carried at every level from top to bottom."

Comments from New Starters – February 2020

Benefits of Working with Spring:

✓ Flexible working hours including part time hours, evenings and weekends

✓ 30 days per annum including bank holidays

✓ 1 day's paid leave (pro rata) on your birthday

✓ Contributory pension scheme

✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade

✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments

✓ Employee assistance programme – free

Thank you from Dominic Bradley



Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director

Job Advert: Concierge Worker (Nights)

About the Fred Winter Centre:

The Fred Winter Centre. Preventing Homelessness Through Partnership.

Aim: The Fred Winter Centre is a community hub supporting local people in Stratford upon Avon, with a focus on providing housing plus a range of services which address homelessness and hardship.

Purpose: The Fred Winter Centre is a one stop hub for people in our local community, located in the heart of Stratford town centre. It is supported by many charities, businesses and public bodies, and is managed by an experienced housing association. All in one building, our partners and providers have come together to offer help and advice and access to affordable new homes.

As a multi-disciplinary community hub, the centre tackles hardship by providing a range of services to help people improve their health and well-being, overcome financial problems, secure job opportunities and sustain tenancies in local affordable homes. The Fred Winter Centre also provides access to self-contained affordable apartments within the same building. A community cafe and bakery is being developed within the centre, creating on-site training and employment.

This is an exciting opportunity for a Concierge Worker to join our growing charity. You will work in our new 24-hour accommodation services based in Stratford Upon Avon, that provides accommodation and support to vulnerable individuals (aged 18 plus). The aim of the service is to support the individuals to live healthy, happy independent lives within communities through early targeted prevention, personalised support and partnership working.

An understanding of the support needs of the people we work with is desirable. You will be responsible for helping to keep our properties safe and secure, and supporting the customers residing on site. You will be responsible for controlling access to buildings, monitoring CCTV, dealing with emergencies, including ASB issues, carrying out H&S checks and reporting on any events or concerns. While there are systems in place to support you, a substantial part of the role is lone working and you will therefore need to be competent and confident when working alone.

The position involves working on a shift pattern (up to 48 hours) covering nights.

You will be required to complete a report of any incidents during your shift, therefore candidates must have good literacy and computer skills.

You will also need to be flexible with your working hours to meet the needs of the business.

An enhanced DBS check will be required. At Spring, we value our staff and work hard to develop their skills through the provision of excellent training and support.

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks***

Profile and Person Specification

Section 1 - Role

Post:	Concierge Worker (Nights)
Reporting to:	Service Manager – Hub and Housing (Stratford)
Directive:	Housing & Wellbeing
Grade/Salary:	£ 9.50 per hour
Car user:	N/A

Section 2 - Key Tasks and Responsibilities

You will provide first contact and safeguarding to the clients in our supported accommodation services. You will be responsible for controlling access to buildings, dealing with emergencies, carrying out H&S checks and reporting on any events or concerns.

You will have basic understanding and non-judgmental attitude to working with a client group that maybe experiencing complex issues such as mental and/or physical ill health, challenging behaviour, substance use and offending.

You will have access to advice and support from Spring Housing Associations Out of Hours Management on Call service.

Section 3 – Duties

1. To act with integrity and be awake and alert at all times during your shift
2. To maintain the safety and security of residents and the building by; supervising the entry and exiting of the building, undertaking regular Health and Safety Checks on patrols and monitoring the CCTV system.
3. Support customers with their enquiries
4. To maintain a full and accurate log of events, report on incidents, record contact with clients on file and report any maintenance issues for the purpose of clear and concise communication to service staff.
5. To take immediate action in the event of a fire or emergency; calling emergency services as appropriate. To respond to medical emergencies with first aid and follow up where needed by making contact with emergency services and the on call manager. To respond appropriately to violent incidents.
6. To be a good team player and work constructively with colleagues and managers in all aspects of the post holders work.
7. Carry out cleaning duties as and when required
8. To take responsibility for punctual attendance. To participate in supervisions, appraisals and training as appropriate and to take active responsibility for personal development.
9. Attend disperse properties to facilitate welfare checks
10. Upon request, to participate in verbal and written handovers from outgoing / incoming service staff.

This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing aim to reach agreement on changes, but if agreement is not possible, Spring Housing reserves the right to change this job description.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications <ul style="list-style-type: none"> • Good standard of education (Maths and English GCSE or equivalent) or equivalent experience gained in a work related environment • NVQ level 2 qualification in Housing / Health and Social Care is desirable (or working towards) 	✓	✓
Experience <ul style="list-style-type: none"> • Experience of working with vulnerable groups • Experience of working within policies, procedure frameworks • Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs • Ability to deal with challenging situations calmly and effectively ensuring risks are reduced 	✓ ✓ ✓	✓
Knowledge and Understanding <ul style="list-style-type: none"> • Knowledge of the incident management • Understanding of housing management systems • Knowledge and understanding of external partner agencies • Good understanding of IT systems including word, excel, email • Understanding of the effects of homelessness has on individuals • Understanding of the need for and observe confidentiality at all times • Understanding of health and safety and risk management 	✓ ✓ ✓ ✓ ✓ ✓	✓
Abilities and Skills <ul style="list-style-type: none"> • Ability to work on own initiative • Ability to work as an integral member of the team • Good organisational skills and an ability to prioritise and manage work to deadlines • Ability to change and adapt to demands in a fast moving environment • Effective interpersonal and communication skills 	✓ ✓ ✓ ✓ ✓	✓
Behaviours <ul style="list-style-type: none"> • Sensitive to customer needs with a strong commitment to delivering high quality service • A positive approach to work • Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies • Promotion of equality of opportunity for vulnerable people • Recognise and value all aspects of diversity 	✓ ✓ ✓ ✓ ✓	
Additional Job Requirements <ul style="list-style-type: none"> • Able to work at weekends and night 	✓	