

**YMCA WEST LONDON
POSITION DESCRIPTION**

POSITION TITLE: Duty Support Officer

RESPONSIBLE TO: Senior Housing Support Officer (South Ealing Project)

RESPONSIBLE FOR: No-one. However, an ability to manage and to organise ones own time to maximise the benefit to the residents is essential.

Safeguarding

YMCA West London is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.

Job Purpose

The primary purpose of YMCA West London's South Ealing Project is to provide high quality, holistic support and temporary housing accommodation with associated facilities for young vulnerable people to develop their personal and social skills sufficient for them to live independently from the YMCA in a sustainable way and assist them to move on in a planned manner to more independent accommodation.

Every member of staff, therefore, has the support of residents as their primary purpose. The principle accountabilities of this post therefore flow from that premise.

PRINCIPAL ACCOUNTABILITIES

1. Support Tasks Relevant to this Post

- 1.1 This includes advice, advocacy and liaison, emotional support and general counselling, help in gaining access to other services, help in establishing personal safety and security, supervision and monitoring of health and well-being, help in maintaining the safety and security of the accommodation, advice and support in relation to repairs and improvements to the accommodation, liaison and advocacy support from the same ethnic group, security support related to racial harassment.
- 1.2 Ensure that residents are aware of Health, Safety and Security Policies and Procedures, deal with Health, Safety and Security issues raised by staff members or residents, ensure that residents understand the Procedures for reporting abuse or neglect, deal with abuse or neglect issues raised by residents, ensure that residents are aware of the Association's equal opportunity, Anti-Discriminatory Practice and Harassment Policies, ensure that residents are aware of the Association's Complaints Procedures, encourage residents to use the Complaints Procedures, deal with complaints from residents.

2. Equality & Diversity

This includes ensuring that residents are aware of the Association's Equality & Diversity Policy, Anti-Discriminatory Practice and Harassment Policies. Co-operating with external agencies in relation to discrimination and harassment issues, ensuring that residents are aware of the Association's Complaints Procedures, encouraging residents to use the Complaints Procedures, deal with complaints from residents by implementing the Association's Equality & Diversity Policy, signposting where necessary to culture-specific counselling / emotional support, access to local community, organisations, security support related to racial harassment, culture specific legal services and culture specific health / treatment services.

3. Customer Care

This includes providing an efficient and effective Front Office service for all residents, members and clients of the YMCA regardless of how the contact is made i.e. in person by telephone or electronically and ensuring all messages reach the required party in a timely manner correctly. Ensuring attractive information displays are maintained. Relationships are established which engender a positive image of the YMCA, its services and its ability to add value to the resident, member or client by promoting "Centre Values Purpose and Vision for YMCA West London".

4. Computer Management

This includes using QL Housing Management System for the occupancy of the day-to-day entries made at the Front Office.



5. Christian Ethos

To be willing to work within the Christian Ethos of the YMCA.

6. Finance

This includes handling day to day cash transactions methodically and efficiently via the computer system and using it to enter in bookings and departures from the hostel, give and receive room keys and collect and return deposits at the beginning and end of stay. Operating the opening or closing Procedures. Cashing up the shifts takings correctly and closing the shift according to the prescribed Procedures ready for banking. Operating the PDQ machine for credit card transactions, as part of the cashing up Procedures.

7. Communication and Liaison

This includes regular communication and liaison with colleagues in the wider housing team in order to facilitate the smooth running of the residency, providing reports for the Housing Management committee of the Board of Management, developing and maintaining links with the support agencies, Department of Work and Pensions etc. to help ensure joined up working is practiced by attending meetings and creating relationships which engender a positive image of the YMCA, its services and its ability to add value to the member by promoting "Centre Values Purpose and Vision For YMCA West London".

8. Other Responsibilities

8.1 This includes administering the Children's Services Department membership system, taking bookings for all parts of the programme i.e. classes, parties, after school clubs, nursery and holiday clubs as well as maintaining a knowledge of the programme in order to provide basic information to enquirers. Sale of Children's services merchandise and preparing mail shots. Adhering to the Procedures and providing support and guidance to other Duty Support Officers in this regard and having an input into the development of new or revised Procedures working closely with the Line Manager.

8.2 Check the video monitors regularly and ensure the DVR is working correctly, answer the telephone and relay calls or take messages, process any late arrivals, enter any maintenance defects in the maintenance book, respond to any emergency cleaning requirements whilst on shift, record all incidents and disturbances in the Incident Book, report accidents / injuries in the Accident Book, deal with any emergencies, which may occur during the shift and call the relevant services and Housing Manager if required, respond to fire alarms in accordance with YMCA Procedures.

9. General

This includes being part of the Duty Support Officer rota and monitoring as far as is practical the movements of the residents, taking responsibility for the evacuation of the building in the event of a fire alarm being raised, reporting accidents and incidents appropriately and ensuring a thorough handover to the next Duty Support Officer, carry out any other duties which may be reasonably requested by the Line Manager or a designated representative, adhere to all Policies and Procedures at all times.

10. Involvement

This includes: being alert to opportunities to involve resident members, members, clients and users appropriately; to act on these opportunities for involvement and to evaluate the success of the resulting involvement activity. This would be achieved by actively promoting the opportunities available to resident members to become involved with the YMCA; liaising with the Resident Involvement Worker to identify resident members who are interested in exploring these opportunities and encouraging all resident members to become involved.

11. Environment

This includes: being aware of YMCA West London's environmental management system as it relates to your project or programme. Ensuring that energy is not used wastefully, using energy saving appliances and equipment and turning these off when not in use. Looking for opportunities to support the protection and care of the environment where ever possible.

SCALE

This factor takes into account the overall importance of the position to the Association and its degree of complexity. This is usually reflected in terms of: -

Staff: Nil.

Clients: 151 Residents including 13 disabled residents.



Budget: -

Revenue: Nil.

Capital: Nil.

DISCRETION TO ACT

The Post-holder is responsible for carrying out all the assigned Procedures relating to this post; the Post-holder works in a customer focussed environment and as such must ensure the needs of the customer are met. The Post-holder will refer matters outside of normal set Procedures to the Line Manager for direction.

ENVIRONMENT

Unsocial hours

The nature of post is such that a shift system is in operation and unsocial hours are worked during weekdays plus weekend Duty Support Officer shifts (typically one weekend in every four and some bank holidays).

Risk

The level of risk is calculated as low / medium. The South Ealing Project is a fully operational site with other programmes and services run on site and therefore a range of persons may be called on for support. However, the service provides housing and support for people who are vulnerable and in housing need. Although this is a low support hostel there remains a risk of violence both directed at staff and directed on residents by themselves e.g. overdose etc. This is combated through a range of interventions including; non managerial supervision, continuing professional development, team meetings and line management meetings, the implementations and review of Policies and Procedures ensuring the up to date inclusion of best practice standards.

RELATIONSHIPS

Internal Contacts

Housing Department Team.
Children's Services Departments.
Other YMCA Departments.
Other YMCA Sites.

External Contacts

TVU.
HPU.
Social Services.
CARET.
HAS.
CPN's.
Visitors.
Guests.
Emergency Services.

EDUCATIONAL REQUIREMENTS

General education to 'O' Level / GCSE standard or equivalent; a minimum of 2 years experience in a busy Front Office environment and good communication and numeracy skills are needed.



Senior Duty Support Officer

Name in Capitals: _____

Signed: _____ Date: _____

Duty Support Officer

Name in Capitals: _____

Signed: _____ Date: _____

Signatures are required in order to demonstrate understanding and acceptance of the document and accuracy of the contents. Dating the document allows for revisions to take place without confusion as to which is the most current version.



**YMCA WEST LONDON
PERSON SPECIFICATION**

POSITION TITLE: Duty Support Officer

RESPONSIBLE TO: Senior Housing Support Officer (South Ealing Project)

Requirement	Essential	Desirable	Application Form	Selection Test	Interview
Knowledge					
K1. Knowledge of computer systems.	✓		✓		✓
K2. Knowledge of reservations, group bookings.		✓	✓		✓
K3. Knowledge of customer care practices.	✓		✓		✓
Skills					
S1. General computer literacy especially in the area of data bases.		✓	✓		✓
S2. Good written and verbal communication skills.	✓		✓		✓
S3. Cash handling and payment handling skills.	✓		✓		✓
Aptitude					
A1. Able to master computer systems.	✓		✓		✓
A2. To feel "comfortable" with data bases.		✓	✓		✓
A3. Able to work in a cohesive staff team environment amongst Duty Support Officers.	✓		✓		✓
A4. Able to communicate effectively with service users, residents and staff both in writing and orally.	✓		✓		✓
A5. Able to deal firmly and politely with residents to ensure the House Rules and Licence Agreement are adhered to.	✓		✓		✓
A6. Able to work effectively alone whilst communicating effectively with the rest of the team.	✓		✓		✓
A7. Able to take responsibility for making decisions in a lone worker setting.	✓		✓		✓
A8. Able to deal with potentially violent and difficult situations.	✓		✓		✓
Experience					
E1. Experience of working with computer systems.	✓		✓		✓
E2. Experience of handling financial transactions.	✓		✓		✓
E3. Experience of a busy working environment.	✓		✓		✓
E4. Up to one (1) year's previous experience of work in a Supported housing or similar environment.		✓	✓		✓
E5. Up to one (1) year's experience of working with a vulnerable client group.	✓		✓		✓
Education					
Q1. Educated to "O" / GCSE level, GNVQ or equivalent.	✓		✓		✓
Q2. Vocational training in reception / reservations centre.		✓	✓		✓
Christian Ethos					
V1. Willing and able to implement YMCA West	✓		✓		✓

London s values within their work.					
V2. Willing and able to work within the Christian ethos of YMCA West London .	✓		✓		✓
Personal Qualities					
P1. Able to present self and work effectively.	✓		✓		✓
P2. Honesty and integrity.	✓		✓		✓
Circumstances					
C1. Able and willing to work unsocial hours.	✓		✓		✓
Health					
H1. Able to meet the requirements of the post with or without reasonable adjustment.	✓		✓		
Equality and Diversity					
O1. An understanding of equality and diversity issues.	✓		✓		✓
O2. Commitment to implementing Equality and Diversity Policy.	✓		✓		✓

