Job Description – Accommodation Safety & Response Team

Job Title: Safety & Response Officer

Responsible to: Assistant Director of Services

Hours of work: 36 hours per week including waking nights & shift work

Salary: £27,283 per annum (this includes £1213 enhancement for working unsocial hours on a rota basis)

**Job Purpose**

This role is responsive and proactive in providing services to customers living in Action Homeless’ accommodation. While working a rolling rota operating twelve hours shift work.

You will ensure that empathetic support in Health, Safety and Security of Action Homeless’ buildings and clients with a key focus on maintaining their physical safety and security at all times.

You will be responsible for responding to emergencies and you may need to travel between sites to attend to Health and Safety matters, as part of our response to ensure that our health, safety and security systems remain operational. You will be comfortable lone working and as part of a team.

**Key Responsibilities**

Supporting and responding to safety systems for people and buildings

1. Provide a welcoming, responsive, accessible and proactive presence to customers, visitors, and ensuring their safety and the safety of the buildings maintained, reporting and dealing with maintenance and repair following the correct procedures. Being accessible to customers and their concerns outside or normal hours.
2. Conducting checks on buildings and customers, responding to customers & neighbour complaints, incidents and challenging behaviour including conflict. Liaising with emergency services and our own on call system as appropriate.
3. Monitoring CCTV across our sites and door entry and exit of all customers and visitors to and from the service during the night and implementation of safety procedures if requested and appropriate.

Health and Safety duties

1. Carrying out regular Health and Safety building inspections and, where required, taking immediate action to remedy health and safety defects and alerting the appropriate people, in accordance with the Health and Safety Policy
2. Ability to respond and following fire alarm procedures safety and evacuation procedures when required, responding to and calling emergency services when required.
3. Ensuring the safety of customers within the service and surrounding area by monitoring activities and alerting the appropriate emergency services or on-call service when necessary.
4. Comprehensive patrols of all areas of the services and a wide variety of buildings as well as any other activities deemed necessary

Administration & Technical Duties

1. Complete and maintain incidents reports and records on paper and our database.
2. Ability to monitor and operate CCTV and practical use of security equipment, electronic key and fob systems door entry and exit.
3. Operate lone working systems, smart phone technology as required for operational, and safety purpose.

General Duties

1. Work within and promote all Action Homeless’ policies including Equality and Diversity, Code of conduct and Data protection regulations.
2. Attend and engage in one-to-one meetings and appraisals with the coordinator & line manager, participate in team meetings and training provided.
3. Any other duties within the scope of the post as directed by the Team Manager, On-Call manager or any other member of senior staff

This job description provides an indication of the roles and responsibilities for the post, however, is not an exhaustive list of the duties that the post holder may undertake.

Action homeless reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the role.

**Person specification:**

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| **Knowledge/skills/ experience** | **E/D** | **Criteria required** |
|  | **D** | Experience of supporting vulnerable people to achieve independent living |
|  | **D** | Experience of working as part of a busy team |
|  | **E** | Experience in a customer facing environment |
|  | **E** | Experience using varied IT systems including Word, Excel and Outlook applications |
|  | **D** | An understanding of CCTV systems and their practical applications |
|  | **E** | An understanding of and commitment to Diversity & Equality |
|  | **D** | Knowledge of safeguarding issues and how they apply in day-to-day work |
|  | **D** | An awareness of the challenges faced by the homeless community |
|  | **E** | An understanding of Health & Safety at Work regulations |
|  | **E** | Ability to document clear records and to evidence outcomes achieved with customers |
| **Personal attributes** |  |  |
|  | **E** | Ability to work inclusively, as part of a team, and to give and receive support and constructive feedback and also to lone work when required |
|  | **E** | Ability to manage time and multiple priorities effectively and take individual accountability for meeting deadlines |
|  | **D** | A level of self-awareness in respect of personal resilience and a commitment to engaging in activities to support your own wellbeing |
|  | **E** | Ability to communicate clearly both verbally and in writing, demonstrating a good standard of written and spoken English |
|  | **E**  **E** | The ability to show empathy and a commitment to engaging with customers with complex needs including mental health and substance misuse issues.  Able to stay calm and helpful at all times, even when faced with challenging situations, including building safety, anti-social behaviour and complaints. |
|  | **E** | Able to be flexible in approach to responsibilities and to working hours |
|  | **E** | Ability to drive and access to own vehicle |