## Sessional Worker

**Post and Grade:**  Sessional Worker

**Working hours:** As and when required – zero hour contract

**Location:**  YMCA Colchester

**Reporting to:** Head of Housing

#### Job Purpose

* To provide first line housing management assistance to tenants
* To ensure the security and safety of the premises
* To provide support to staff who are working during your shift
* To carry out administrative tasks and other general duties as required

#### Main functions – This outlines what the applicant will be expected to do in order to fulfil this job role.

**Atmosphere**

1. To help create a warm, comforting and enriching environment for Young People, families and staff to be a part of, so they achieve to the best of their individual abilities.
2. To be a responsible, caring and nurturing role model for the young people who live at and visit YMCA Colchester.
3. To help to provide a safe, diverse space that all young people can access equally.
4. To help to ensure YMCA Colchester is a safe place for staff, young people, clients and members of the public to access.

#### Business

1. To be responsible for all aspects of resident and staff security whilst at work. This would include removing undesirable or banned persons.
2. To offer essential first line help and advice to residents with pressing and emotional issues, referring them where necessary to the on-call staff. Confidential matters should be raised direct with the on-call staff.
3. To seek the appropriate help in the cases of resident illness, using the emergency services in extreme cases.
4. To take steps to address discipline issues if residents or their guests fail to meet the required standard of behaviour when in the living accommodation or activity centre, reporting these in the communication book.
5. To report all breaches of the tenancy agreement to the management staff and to take immediate action as necessary to deal with the problem
6. To ensure all staff working during your shift are supported as you feel appropriate or when asked.
7. To clean the public reception area including both entrances, vacuuming the carpeted areas, dusting all surfaces, cleaning glass sections and emptying and washing communal bins. \*
8. To clean the reception office, including bins, dusting and cleaning all work surfaces, and vacuuming the carpeted areas. \*
9. To clean and mop the staff lavatory. \*
10. To attend staff meetings on a regular basis.

**Compliance**

1. To ensure the buildings are secure i.e. internal and external doors are locked where necessary, security cameras and CCTV systems are functioning correctly.
2. To help ensure the premises meet the requirements of the Health & Safety standards.
3. To administer First Aid as is necessary.
4. To ensure the premises are evacuated in the event of potential hazards (e.g. fire) in accordance with the published evacuation procedures.
5. To check and report any faults with the fire alarm system, fire extinguishers, smoke/heat detectors, etc; make the necessary report and liaise with outside bodies as necessary.
6. To carry out periodic checks of the living accommodation after 11pm. These checks are to ensure that noise and disruption in the living accommodation is kept to a minimum.
7. To check and secure the activity centre when appropriate.
8. To carry out periodic checks of the activity centre.
9. To ensure YMCA Colchester house rules for tenants and guests are adhered to.
10. To make a full hand-over to staff, making clear any events; action to be taken etc. from your shift. Also to receive a full briefing prior to commencing your shift from the departing night staff.

**Personal**

1. To always act in the best interest of YMCA Essex and to be fully ready for your shift. This would include being presentable to the public, both in appearance and attitude.
2. To undertake any other duties that may be required to fully satisfy the post of Support Worker.

**(Items marked \* to be done only in the absence of the Cleaner/Maintenance Officer, during long weekends or if they become excessively dirty during the night shift)**

Core Values – These values outline How the applicant will carry out the Main Functions of this job role.

* **Christian** – inspired by faith, hope and love
* **Caring** – here to help everyone we can
* **Creative** – always looking for new opportunities
* **Committed** – aiming for excellence in all we do

Terms and conditions:

This job description sets out the task requirements of this post. Along with the Staff Handbook and the Terms of Appointment it forms the terms and conditions of employment within the Association.

It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will be required to be periodically reviewed and amended to reflect the changing nature of the job. Such reviews will be carried out in consultation with the staff concerned and one month’s written notice given of any change in the job description.

Discretion to act:

The post holder will have discretion to act on day to day operational matters within the context of the Association’s stated policies. However, innovations within the housing department should be discussed with your line manager.