

JOB DESCRIPTION

JOB TITLE:	Night Concierge
RESPONSIBLE TO:	Project Lead
LOCATION:	West Bromwich
WORKING HOURS	Variable night shift pattern - 7-day rota over 365. Shifts are usually 10.5 hours in length.

Please note that unfortunately Servol does not offer sponsorship.

Background

Servol Community Services is an established charity which provides high quality accommodation and support for adults living with enduring mental health conditions. Our purpose is to help people on their journey to mental wellness, purpose, and independence.

Supported housing provides crucial help to some of the most vulnerable people in our country. It can have an enormous positive impact on an individual's quality of life: from their physical and mental health to their engagement with the community.

As an organisation we are continually improving, encouraging our teams to succeed and always looking for new ways we can help those we support to reach their goals. Our approach is collaborative, with individuals reassured they are a genuine partner in their own care and recovery.

Servol recognises the importance of lived experience when working with service users with complex needs and welcome applications from individuals who have first-hand experience of mental ill health.

Organisational Values

Everything we do links to our core values:

- Caring – through a genuine commitment to good mental health support.
- Welcoming – in dealing with everyone regardless of status or situation.
- Respectful – alert to and understanding of everyone's ambitions
- Aspirational – focused on improving efficiency, innovation and outcomes

Job Purpose

The Phoenix Project is a pioneering pilot programme offering specialist supported accommodation for prison leavers with complex mental health needs, aiming to support community reintegration and reduce reoffending.

Role: Night Concierge

Reporting to the site or on-call manager, your primary responsibility is to ensure the safety and security of the building and its residents overnight.

Key Duties:

- Monitor building access, supervise entry/exit, and log visitors.
- Oversee CCTV and liaise with the keyworker on duty as needed.
- Provide consistent overnight presence to safeguard vulnerable tenants.
- Maintain a safe, clean, and supportive environment.
- Engage with residents, manage incidents, update records, and contribute to handover meetings.
- Support residents by listening, diffusing tense situations, and responding to their needs.

What We're Looking For:

A resilient, proactive individual with strong listening skills, attention to detail, and the ability to follow instructions. You should be aware of your surroundings, able to report concerns promptly, and committed to supporting people from all backgrounds.

Our Approach:

We offer person-centred support tailored to each individual's needs, helping them reduce isolation, build independence, develop life skills, and fully engage with their community.

Responsibilities

1. To remain alert for the duration of your shift and able to respond immediately to any emergency or request for assistance.
2. providing a support service which enables people to stay safe and protected from harm, including responding to emergencies, security of building, promotion of personal safety/security, managing visitors, and the health and safety within the building.
3. developing and sustaining effective partnerships with the people we support.
4. taking appropriate action in the event of an emergency/ challenging situation and ensuring all reporting procedures are carried out.
5. carrying out appropriate home/building maintenance and report any risk.
6. to monitor the health and well-being of the people we support including effective monitoring of CCTV and door entry systems, empowering individuals to maintain a high level of personal safety
7. promoting social inclusion and community connections for the people we support, by providing access to advice and information regarding the full range of community resources available including transport links.
8. monitoring, reviewing and evaluating individual protocols for the people we support in line with their support plans.
9. maintaining the Health and Safety and Security of communal areas,
10. To ensure that all communal areas are kept clean and tidy following schedules implemented by management.
11. To comply with Lone working Policy and to manage individual and other's risk.
12. Attend and complete all mandatory training as required by the organisation, demonstrating commitment to personal development and learning needs.
13. Participate fully in team meetings, supervision meetings and organisational events
14. To work within clear professional and confidentiality boundaries.

PERSON SPECIFICATION

Attributes	Minimum Criteria	Method of Assessment
Experience	<p>Experience of working with vulnerable adults, specifically people with mental health needs of substance misuse, in a similar overnight role.</p> <p>Previous experience working under challenging circumstances.</p>	Application Form & Interview
Knowledge/Skills	<p>Ability to work autonomously</p> <p>Good written and verbal communication skills</p> <p>Ability to use IT systems confidently</p> <p>Knowledge of the application of Health and Safety legislation</p>	Application Form & Interview
Personal Qualities	<p>Ability to demonstrate respect for a diverse range of individuals</p> <p>Ability to demonstrate a warm, affirmative and person-centered approach to people with complex support needs</p> <p>Demonstrates ability to be well organised</p> <p>Ability to demonstrate initiative, self-motivation and resourcefulness</p>	Interview