

JOB DESCRIPTION

Job Title:	Guest Liaison Worker
Directorate:	South East London & South England
Location:	The Lodge, London
Reporting to:	Service Manager
Responsible for:	Not applicable

PURPOSE OF THE JOB

To provide a safe and welcoming environment for guests of the Lodge, working in a non-institutional manner to identify aspirations and needs and enable guests to meet those needs. To ensure the physical and social environment of the Lodge is of a high standard and to support lodge management in the effective day-to-day running of the building, including participating in a rota which may include more than one site.

KEY RESPONSIBILITIES

GUEST SUPPORT AND WELFARE

- Undertake the provision of a support service to guests that provides on-going support without explicit expectations upon them.
- Ensure The Lodge achieves outcomes for its guests; promote a home-like atmosphere in which guests feel positive about others, more accepting of themselves, and become more independent.
- Act as a motivator, encouraging guests to explore new opportunities that they may not have previously considered, both within the organisation and outside in the local community.
- Establish, develop and maintain a network of community based organisations which offer support interventions to our guests and encourage their involvement.
- Proactive awareness of guests' circumstances and needs, with a willingness to provide support as needed; accompany guests to interviews/meetings when required, record relevant information in guests' files and liaise with staff and management regarding guests' progress.
- Promote health and hygiene to support guests' general wellbeing through the provision of

positive activities; help guests to develop and care for themselves by providing advice and guidance on personal care. supporting Guests with preparation of communal meals.

- Use knowledge skills and experience to recognise difficult or challenging guest situations and use appropriate communication skills to influence and minimize risks from guests' behaviours.
- Reduce guests' street activity and anti-social behaviour and ensure that the project has a positive impact on the local community; take an active part in reporting any incidents in the vicinity to the police.
- Participate in housing management activities including advising on finances, move on and the welfare system.

ADMINISTRATION

- Carry out a range of administrative duties (e.g. reception/financial/general office) to ensure the smooth running of The Lodge; collect rental charges, maintaining accurate records and receipts.

MAINTAIN STANDARDS & ENVIRONMENT

- Undertake housekeeping and cleaning duties as necessary in order to maintain a clean and safe physical environment.
- Work within relevant Health and Safety guidelines to maximise the safety of The Lodge guests and staff. Complete and record daily Health & Safety checks of building. Comply with Lone Working procedure.
- Commit to the ethos of The Lodge and contribute enthusiastically to the development and operation of the project.
- Work to a shift rota within the Lodge and related sites according to operational requirements.
- Attend and participate in team and external meetings as required.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is

St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Guest Liaison Worker

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

- 1.1 Significant experience in a client facing role.
- 1.2 Experience of delivering excellent customer service.
- 1.3 Experience of dealing with challenging situations.
- 1.4 Commitment to put guest welfare and safety at the heart of actions.

Skills, Knowledge and Abilities

- 2.1 Understand the needs and problems faced by homeless people with complex rough sleeping histories.
- 2.2 Strong interpersonal skills and a positive attitude to be able to support guests' subtly and respond appropriately and effectively when faced with challenging or violent behaviour.
- 2.3 Excellent communication skills and telephone manner.
- 2.4 Computer literate; able to carry out word processing and basic excel tasks, proficient in email & internet use
- 2.5 Good literacy skills and numerical skills for good quality collection and recording of rent and other incomes, and to keep good quality records.
- 2.6 Able to work well as part of a team and from own initiative; be a member of a small team and working together to ensure the project's success.
- 2.7 Ability and willingness to contribute to upkeep of the premises and a quality environment, including the outside of the project.
- 2.8 The ability to work lone shifts at times in the service.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, sleep-ins, bank holidays including Christmas Eve/ Day and New Year's Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> <input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
Interacting and Influencing	<ul style="list-style-type: none"> <input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
Understanding and Doing	<ul style="list-style-type: none"> <input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
Involving and Including	<ul style="list-style-type: none"> <input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.