

March 2022

## JOB DESCRIPTION

TITLE:	Site Officer
ACCOUNTABLE TO:	Team Leader
TEAM	Mentoring

### About Save the Family

Save the Family is a charity based in Cheshire. We provide a safe community environment combined with tailored mentoring to homeless and vulnerable families. The help offered includes access to training, employment support and issue led support enabling families to get back on their feet and move forward with confidence.

### Safeguarding

Save the Family requires all of its employees to abide by its policies on safeguarding and promoting the welfare of vulnerable children and adults. An Enhanced Disclosure and Barring Services (DBS) (Previously known as CRB) check is required with this post. As well as this position being subject to a satisfactory enhanced disclosure, this job offer will also be subject to a minimum of two satisfactory references.

### Values and Attitude

The success of Save the Family has spanned over 40 years. We value our people and take great pride in our core values that are embedded through everything we do to **CREATE** a positive future.



All Save the Family employees are expected to demonstrate the Charity's values by working positively as part of a team delivering vital high-quality services to clients to create a culture where all are valued and encouraged. In return, Save the Family will offer you support, training and development and the best resources that we are able to provide to help you give your best in your work with us.

March 2022

## **The Role**

This critical position contributes to our service delivery by ensuring that all family members feel safe and secure in their homes on site. We need you to provide an evening and night-time presence on site overseeing the safety and security of the site and our families. Responsibilities include liaison with Out of Hours services, controlling access to site, monitoring security, and carrying out health and safety checks. You will respond to emergencies, be a reassuring point of contact for residents and be responsible for all contact with the emergency services.

## **Key Accountabilities**

1. Provide basic first contact advice and security to residents and contact the on call service/emergency services if appropriate. Provide reassurance, as a point of out of hours contact for residents who may need emotional support.
2. Liaise directly with the manager on call if circumstances require it.
3. Ensure a safe and secure environment, in accordance with the charity's service standards and health and safety practices.
4. Maintain appropriate levels of communication with colleagues ensuring clear and concise handover records, maintenance reporting and additional data is captured and fed back in a timely manner.
5. Actively ensure the security of the building through regular Health and Safety Checks and monitoring the CCTV system.
6. To ensure site security and safety, patrol the site every hour up to 11pm, unless instructed otherwise.
7. Carry out basic maintenance tasks where there are risks to health and safety (changing light bulbs, removing tripping hazards etc).
8. Provide practical support with events and activities during the evening when required.
9. Deal with emergency situations taking action in the event of a fire or other incidents and being responsible for calling emergency services in an appropriate manner.
10. Maintain appropriate and effective communication with families, adhering to Save the Family's confidentiality policies, as appropriate to the Site Officer role.
11. Be aware and report any safeguarding issues relating to adults and children and ensure they are reported in accordance with agreed procedures.
12. Transport residents to medical, school and other appointments using charity vehicles if required.

March 2022

### General requirements

- Carry out your role in an effective and appropriate manner which meets the requirements of Save the Family in accordance with the culture, values, aims and objectives of the charity as detailed in our policy framework and the Code of Conduct for Employees.
- Seek to continuously improve in order that the Charity delivers the best possible service to residents.
- Positively contribute to the Save the Family team working environment and participate in regular internal/external meetings as well as in any training required.
- Act as a positive ambassador for the Charity at all times
- Attend Save the Family Events in support of raising the profile and much needed funds
- Undertake any other duties that may be required from time to time
- Appreciate that there may be a requirement to lone work, due to the nature of the service
- This appointment is subject to the receipt of a satisfactory Enhanced Disclosure and Barring Service check and references.

### Mentoring

We provide a safe, residential community for homeless and troubled families where safeguarding is paramount. We aim to keep families together and help them create a positive future.

All our team members are expected to work in support of these aims, in terms of both **what** they do to help families and **how** they do it.

We deliver our service by mentoring families, working in partnership with them to:

- Explore/Clarify the needs that have been identified with them during the referral process
- Develop a set of goals to meet those needs
- Offer support in the implementation of strategies to reach those goals

Mentoring adopts a guiding approach which respects the autonomy of individuals to make their own choices (within safeguarding limits). It promotes a shared understanding of possible barriers to change and empowers people to recognise their strengths and take control of situations in order to reach their goals. Our approach supports families to develop their own problem-solving skills which in turn helps them to develop resilience.

Mentoring is both person and family-centred and is heavily dependent on the ability to communicate with empathy and sensitivity using the skill of active listening.



March 2022

**NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, the Charity may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Name (Please print): \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



# Save the Family

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March 2022

Person Specification		Post: Site Officer	
CRITERIA	ESSENTIAL / DESIRABLE	METHOD of IDENTIFICATION	
<b>Qualifications:</b>			
Good Standard of general education (i.e. A-C in English and Maths GCSE or equivalent)	Essential	Application	
Level 2 Award in Security Guarding (e.g., Edexcel, City & Guilds), or equivalent.	Desirable	Application	
<b>Proven Experience:</b>			
Working knowledge of Health and Safety Practice	Essential	Application	
Experience of managing overnight safety and security, preferably in a residential setting	Essential	Application	
Experience of monitoring CCTV systems and managing Health and Safety issues	Essential	Application	
<b>Knowledge, skills, and abilities:</b>			
Compassionate, sympathetic person with empathy and understanding of the needs of homeless and excluded families	Essential	Interview	
Ability to prioritise own workload	Essential	Interview	
Ability to work on own initiative and respond effectively to emergencies	Essential	Interview	
Precise and accurate written Communication	Essential	Application	
Full driving licence	Essential	Application	
<b>Other Attributes:</b>			
Ability to work as part of a team or as a lone worker	Essential	Interview	



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Keeping Families Together

March 2022

Confidential, tactful, and diplomatic	Essential	Interview
Ability to work unsociable hours, as this role requires that the post holder does sleep-ins	Essential	Interview
Flexibility – able to work weekends and additional shifts when required	Essential	Interview
Business use on insurance	Essential	Interview
Willing to use own vehicle for business use	Desirable	Interview