

Dear Applicant

## **Relief Duty Worker**

Thank you for your interest in the above position.

Full details of the position are included here. An application form is available for download from our website at [www.ymcadoncaster.org.uk](http://www.ymcadoncaster.org.uk)

We also encourage you to read our website and find out more about us and our work.

## **Submitting Your Application**

All applications must be on the YMCA Doncaster application form. CVs and other forms of application will not be considered.

By Post:  
Stacey Pearson  
YMCA Doncaster  
Wood Street  
Doncaster  
DN1 3LH

By Email:

[stacey@ymcadoncaster.org.uk](mailto:stacey@ymcadoncaster.org.uk)

If sending via email, your application must be in Word or PDF. Please do not send skydrive links or similar.

## **Closing Date and Selection**

We are looking to appoint as soon as possible. Please apply as soon as you are able to do so.

Shortlisting is based on our Person Specification (see page 3 of this pack), and your application should include clear examples of how you meet each one of our criteria.

Please note that we are only able to contact shortlisted candidates. If you do not hear from us within three weeks of applying, you've unfortunately not been successful on this occasion.

## **Questions**

If you are considering making an application yourself, and you've not been able to find the answer to your query by reading the information provided here and on our website, please email your question to [olivia.burton@doncasterymca.org.uk](mailto:olivia.burton@doncasterymca.org.uk)

## **Direct applications only - strictly no recruitment agencies**

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create inclusive and energising communities where young people can truly belong, contribute and thrive.

## **Job Description – Relief Duty Worker**

### **Main Responsibilities**

- To provide staffing cover in the YMCA accommodation or community buildings.
- To conduct keywork or other support sessions as required.
- To assist with youth activities or other YMCA work where necessary.
- To deal with internal and external enquiries according to set procedures, ensuring that enquiries are either concluded or directed to the correct person.
- To ensure that premises are safe, secure and harmonious through conducting pro-active patrols and dealing with issues as they arise.
- To provide information and support to clients where there is an urgent need, and to ensure that all contact with individuals is logged and referred to the appropriate keyworker.
- To deal with interventions and ensure that appropriate formal measures are taken.
- To open and / or lock buildings and to hold keys for specified periods.
- To handle and record cash and other transactions.
- To contribute to preparation of bedrooms for new resident clients and community rooms for internal and external lets.
- To undertake housekeeping or caretaking duties as required.
- To work independently within set procedures.
- To develop and maintain appropriately professional relationships with members, users and with other staff, and to maintain absolute confidentiality at all times.
- To operate according to the expectations of all YMCA Doncaster staff, and to contribute effectively to the staff team.
- Other appropriate duties as required by the Line Manager.

Please note that duties will vary according to need. The above list is not exhaustive and is for illustration only.



## Person Specification – Relief Duty Worker

### Please Note

This is the most important part of the Application Pack. Your application should address these points as clearly as possible. Our selection will be based on the criteria here.

- Able to work on a relief / locum basis.
- A good standard of basic education.
- Able to work alone for extended periods of time and to be self-motivated.
- Able to record written information clearly and accurately.
- Effective face to face communication skills.
- Able to carry out basic administrative tasks accurately.
- Able to carry out monitoring patrols across indoor and outdoor areas including four floors and two stairways, and to deal with any issues arising as necessary.
- Able to carry out cleaning and basic DIY tasks, with training if necessary.
- Able to deal appropriately with difficult and demanding situations, including situations involving conflict and aggression.
- Able to operate within set procedures.
- An understanding of the importance of maintaining confidentiality and appropriate relationships, and a clear understanding of the importance of those.
- A broad understanding of the work of YMCA Doncaster and the client group.
- Able to work to the Ethos and Values of YMCA Doncaster and demonstrate how the role contributes.
- Able to represent the Association positively, professionally and with credibility.
- Reliability, loyalty and integrity.



## **Main Terms and Conditions of Employment – Relief Duty Worker**

### **Rate of Pay**

£7.79 per hour, paid weekly in arrears. £8.12 following satisfactory conclusion of the Probationary Period.

### **Hours of Work**

There are no standard hours of work for this post. Hours of work will be offered according to the needs of the YMCA and the availability of the employee.

### **Paid Leave Entitlement**

5.6 average working weeks per year, rising to 6.6 over five years.

An 'average working week' will be calculated at the end of each quarter-year (last week of June, September, December and March) based on the 13 weeks of that quarter and including any weeks where no work was done.

### **Notice Period**

We require two weeks' notice for cancellation of any agreed shifts.

If you wish to resign from the post at any time when no future shifts are agreed, you should give one week's notice in writing.

### **The appointment is subject to**

- A medical declaration
- A probationary period of six months
- A Disclosure from the Disclosure and Barring Service
- Two satisfactory references, one of which must be from the most recent employer. We expect references to cover the most recent three years' employment history as a minimum.

