

## PROJECT ASSISTANT (SUTTON WINTER SHELTER)

<b>Job Title:</b>	Sutton Winter Shelter Night Shift Leader
<b>Location:</b>	River Church Highfield Hall 320 Carshalton Road Sutton
<b>Reporting to:</b>	Winter Shelter Project Coordinator
<b>Responsible for:</b>	Volunteers, Guests
<b>Hours of Work:</b>	20 hours per weekend (as required to run the service), during the duration of the 4-week pilot plus times with Shelter Coordinator
	This is a fixed term contract for the duration of the 4-week pilot in February/March 2019
<b>Salary:</b>	£12.63 per hour
<b>Closing Date:</b>	Friday 11 <sup>th</sup> January 2019

## JOB PURPOSE

To support the Shelter Coordinator in delivering the Winter Shelter project. To offer guests hospitable, safe, appropriate shelter and support throughout the project

## ORGANISATION CONTEXT

Sutton Community Works are a Christian Charity with 19 church partners. Our aim is to build a safer and more prosperous borough for our residents. We do this through the variety of projects which include Sutton Foodbank, Job club, Street and School Pastors and a befriending scheme.

We agree with the Charter for Christian Homeless Agencies [this will be sent with application and reference forms]

Sutton Winter Shelter is aiming to provide for people who sleep rough in the London Borough of Sutton with hospitality, healthy and wholesome food, a warm and dry place to sleep and a friendly atmosphere where they can relax and feel safe during the night. The project also aims to support people in finding long term accommodation through signposting and working with partnering organisations and agencies.

## KEY RESPONSIBILITIES

1. To assist in providing a warm, welcoming, safe, secure and supportive environment for guests.
2. To ensure guests' understanding of and adherence to the Community Behavioural Code and relevant Winter Shelter Policies
3. Complete building checks which may include rounds of the building and ensuring fire exits and external doors are free from obstruction
4. Control access to the building (during shifts), dealing with emergencies and reporting on any events or concerns.
5. Follow procedures for the security and safety of the guests and volunteers and the convenience of neighbours
6. To support the work of the Sutton Winter Shelter Coordinator to enable guests the opportunity of a sustainable move into accommodation.
7. To be alert to any problems identified by guests or volunteers and to communicate these, and any other issues, to the Project Coordinator.
8. To implement all relevant policies and procedures (including our Equalities and Diversity policy, Complaints Procedure, Code of Conduct and Grievance policy).
9. To keep accurate and factual guest records and to keep a daily written log of incidents.
10. To ensure that the hall is vacated in a clean, undamaged and orderly state by 8.30am each morning in preparation for the venues forthcoming day's activities. Specifically areas such as toilets/showers and kitchens.
11. To oversee the management of the volunteers on each night and early morning shift.
12. Work with guests to resolve conflict using de-escalation skills where appropriate
13. To ensure that standards of Health & Safety and Food Hygiene are maintained.
14. Participate in a Post-Implementation Review

## REFERRALS

- Assist in managing client referrals and assessments, including move-on and referrals in liaison with Winter Shelter Coordinator
- Receive referrals each working day from the coordinator and communicate these to the team leader of venue.

## REPORTING AND DOCUMENTATION

- Checking the log book has been received each day and monitoring, familiarizing team with content and responding to content reported.
- Report after shift to the Sutton Winter Shelter Co-ordinator.

## PEOPLE MANAGEMENT

- Be actively involved with volunteer training.
- Support the venue team leaders and volunteers in dealing with difficult behaviour and participate in any decisions to suspend or ban guests.
- Debrief volunteers after any difficult incidences.

## RESOURCE MANAGEMENT

- Prepare resources such as current list of guests, log book and project phone for the venue on agreed days.

## HOURS

- Project Assistant will be located at River Church Sutton which will operate on Friday/Saturday/Sunday/Monday nights.
- Project Assistant will be expected to be present at least 3 of the 4 evening sessions from 6.30-10pm and at the breakfast sessions from 6.30-8am
- There will be some preparation work and liaising with volunteers and project coordinator outside of the shelter opening hours.
- The hours can be reviewed and agreed along with the project coordinator

## PERSON SPECIFICATION

### **Sutton Winter Shelter Project Assistant**

Apply by sending us your application form, CV and covering letter, which must 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.

Please send the application form, CV and covering letter to [suttonshelter@gmail.com](mailto:suttonshelter@gmail.com)

## ESSENTIAL REQUIREMENTS

### EXPERIENCE

1. Experience in dealing with vulnerable people and people affected by homelessness
2. Experience in working with or managing volunteers
3. Experience in dealing with challenging behaviour
4. To be a member of a Christian Church Community or be sympathetic to the Christian faith

### SKILLS, KNOWLEDGE AND ABILITIES

5. Ability to deal with difficult situations in a high-pressure environment
6. Ability to work in a non-judgemental way
7. Ability to remain positive and committed
8. Knowledge of Health and Safety legislation
9. Ability to keep concise, factual, nonjudgmental records
10. Reliable and punctual
11. Understanding marginalized people and compassion for those without a home.
12. Proven interpersonal skills
13. Ability to work unsupervised.

It would be desirable to have qualifications in first aid, health & safety and fire safety.

**Applicants must agree to a DBS check carried out by Sutton Community Works for the Winter Shelter.**