

SUTTON WINTER SHELTER

RUN BY SUTTON COMMUNITY WORKS

CHARITY NO: 1140363

Regrettably, due to limited resources only those that are shortlisted will be contacted. suttonshelter@gmail.com

Job Title	Pilot Winter Shelter Coordinator
Responsible to	Projects Director
Hours	30 Variable hours per week includes daytimes, evenings and weekends. [see below for more information]. Job Share will be considered
Salary	£444 per week [for a fixed term of 8-10 weeks, dependent on start date]
Duration	8-10 weeks from appointment in January 2019 onwards
Annual Leave	28 days [including bank holidays] per annum pro rata (leave to be negotiated with other project staff to ensure there is always cover and agreed by Trustees)
Closing date for applications	Friday 11th January 2019

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 Night 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. Our Shelter Coordinator will provide support to our homeless guests whoever they are, wherever they are from and whatever their beliefs always showing the utmost respect.

Purpose of Post	NB: This is the first year we are running in the London borough of Sutton
a)	Set up and ensure the smooth running of the Pilot Winter Shelter in LB Sutton using the tried and tested Housing Justice Model (training and support available)
b)	Build strong relationships with churches, volunteers, key partners such as Local Authorities, referral agencies, benefits advice, Housing Justice
c)	Maintaining links with participating centers
d)	Signpost and Support guests in their interaction with statutory and non-statutory services to ensure that they can access services if requested
e)	Offer access to a wide breadth of signposting and informal advice to guests concerning services in Sutton that can help meet their needs
f)	Encouraging close co-operation between charities, statutory and voluntary organisations

A) OVERALL RESPONSIBILITIES

1. To organise and coordinate the operational delivery of the Pilot Winter Night Shelter and be present and visible at all shelters (along with the assistant coordinator) for every night during the first week and regularly thereafter according to venue needs.
2. To work with referring agencies, shelter teams and guests to ensure that the shelter runs effectively, meets the needs of its guests, treats guests and volunteers fairly and consistently.
3. To be the principal referral point for guests to the Shelter and carry out appropriate risk assessments.
4. To actively ensure the culture of the Shelter is of a hospitable, calm, peaceful and conflict-free environment and that any issues or problems are dealt with as smoothly and in as stress free a manner as possible.
5. To work with the Projects Director to gather information about provision for homeless and precariously housed people in Sutton (e.g. information about hostels in the area, permanent and temporary accommodation, physical health provision, mental health services, legal advice, obtaining ID if lost or stolen, a map of day centers, extracurricular activities provided for homeless people such as the programmes run by Crisis UK, drug rehabilitation centers etc.). To compile this information in an organised file and ensure that it is disseminated amongst the centers running the drop in and shelter.
6. Meetings
To represent the Shelter project at any meetings as agreed with the Projects Director.
7. Work collaboratively and cooperatively with other Shelter employees
8. To relate to our homeless guests with the utmost respect and tolerance increasing their self-confidence, self-worth and quality of life.
9. To line manage the project assistant

(B) SPECIFIC DUTIES

Before the Winter Shelter Opens

1. Assist in recruiting volunteer team leaders of the participating shelter venues, arrange individual meetings and ensure that guidelines, policies and procedures are in place and understood by each coordinator.
2. Recruit volunteers for the Winter Shelter and ensure that they are familiar with guidelines, policies and procedures and tasks assigned to the role.

DURING THE COLD WEATHER SHELTER: FEBRUARY/MARCH 2019

1. Take the individual referrals for guests from homelessness services/nominated referring agents efficiently, effectively and promptly and risk assess potential guests
2. Organise the shelter logistics, registrations and the volunteer rota.
3. Work with participating shelter venues during the four weeks of operation, to co-ordinate the receiving of the phone, registration book, and any bedding or equipment, to each center at the beginning of pilot and collecting them at the end (at close of pilot).
4. Arrange regular meetings to plan, review progress and ensure the smooth running of the project.
5. Ensure accurate record keeping in line with confidentiality and data protection policies
6. Ensure that each venue is sent relevant information to display about signposting/referral pathways of partners and agencies
7. Liaise with signposting agencies in enabling them to find long term accommodation
8. Pass on relevant, confidential briefings on risks to Venue Coordinators and Projects Director
9. Receive, evaluate and take appropriate action on risk, safeguarding and complaint issues, from guests, volunteers, venue staff, and neighbors of venue.
10. Disseminate information about the shelter project to referral agencies and centers.
11. Oversee the standard of cleanliness and hygiene of venues particularly toilets/shower and kitchen.
12. Provide weekly statistical updates to the Projects Director ensuring any issues or problems are notified promptly and resolved promptly thereafter
13. Provide relevant monitoring information relating to funding

AFTER THE CLOSURE OF THE COLD WEATHER SHELTER:

1. Collect feedback forms from clients and volunteers
2. Help organise the post-shelter celebration event.
3. Identify funding sources and develop bids for funding the shelter in the following year as required by Projects Director
4. Ensure the statistical report required by Housing Justice is completed
5. Prepare a written report detailing the operation of the shelter analysis of the demographics, levels of needs etc. for that season and submitting monitoring data to appropriate agencies such as Housing Justice.

RESPONSIBILITIES TO INCLUDE:

1. Recruit Volunteers and secure their training, also assist in recruitment and training of Team Leaders
2. Attend and assist with training for the venue coordinators and volunteers
3. Oversee production of any materials (such as handbooks, flyers and rotas) required to support the venue coordinators
4. Use established monitoring processes in consultation with Housing Justice and Projects Director
5. Liaise with the council [Encompass] concerning the referral process and with SPEAR, as appropriate
6. Work collaboratively with each venue coordinator to ensure that they are appropriately briefed, staffed and ready to receive guests according to the referral process
7. Ensure each venue carries out the health and safety checklist each evening and has made adequate provision for the running of the shelter e.g. supplies. Ensure each venue is left with a high standard of cleanliness particularly kitchen and toilet/shower facilities.
8. Encourage and co-ordinate each venue and volunteers to ensure a range of activities/entertainment are available for guests each night
9. Maintain and encourage good, positive relationships with shelter guests and volunteers
10. Ensure that all processes, procedures, policies, and information are updated as appropriate and available for the following year.
11. Collate information relating to guests and produce a report for the Projects Director and to support fundraising, using electronic systems.
12. Other reasonable activities as arranged by the Projects Director to assist the shelter including fundraising, social media, website etc.

(C) PERSON SPECIFICATION -IT IS DESIRABLE TO HAVE:

- Experience and understanding of working with vulnerable adults and people facing homelessness
- Understanding the needs of marginalised people
- Managing Volunteers
- Familiarity with Housing Allocations and Homelessness legislation
- Understanding and compassion for those without home, hope and help
- Experience of working in the voluntary sector and, ideally, organisations related to the field of homelessness
- Proven interpersonal skills, including an ability to motivate and encourage people
- Ability to always be punctual and reliable
- Understanding of Data Protection and ability to handle sensitive personal information
- Proven administrative skills, including good written and oral communication, and good computer literacy
- Ability to take initiative and work unsupervised
- Excellent time management
- Excellent organizational skills
- To be a member of a Christian Church Community or be sympathetic to the Christian faith

(D) LINES OF COMMUNICATION

1. The Shelter Coordinator will report to the Projects Director
2. The Projects Director will meet with the Winter-Shelter Coordinator on a regular basis monitoring his or her performance.
3. The shelter project coordinator will have a direct interface with the volunteer team leaders of the individual centers. The volunteers at each center are the direct responsibility of each center coordinator and shelter assistant.

(E) HOURS

1. Daytime to liaise with agencies and assess and review referrals
2. During the first week of operation of shelter attend all evening sessions from 6.30pm -10pm and 6.30am-8.30am
3. In the following three weeks to attend four of the seven sessions mainly at the centers not including River Church except one evening. Hours at the centers would be 7-10pm and 6.30am-8.30am.
4. To signpost and support guests in move on activities where possible
5. Hours can be reviewed and agreed along with the Project Assistant who will be mainly based at the River Church venue. It is anticipated that there will be a greater number of hours during the setting up and running of the shelter than after it has ended. Additional time can be taken later in lieu. You will be expected to keep a time sheet.