

The King's Lynn Winter Night Shelter **Night Shelter Co-ordinator**

Job Description & Person Specification

Job title:	Night Shelter Co-ordinator
Responsible to:	<i>The King's Lynn Winter Night Shelter</i> Management Committee
Hours:	16 hours a week. The role will be for 5 months from November - end of March 2018.
Salary:	£13 an hour

About The King's Lynn Winter Night Shelter

The King's Lynn Winter Night Shelter is a partnership between churches, charities and agencies in King's Lynn who are motivated by a common concern for the plight of the homeless in the borough. The project aims to provide a safe, warm place overnight for those who would otherwise be sleeping on the streets or in unsafe accommodation. We aim to take in those that come to us, as long as it is safe to do so. We believe in providing a high quality and compassionate service to our homeless visitors some of whom are likely to have a range of support needs, such as alcohol dependency and mental health issues. It is hoped that accommodation will be provided at the Purfleet Trust and is planned to run for 2 nights a week (Friday & Saturday) over the winter. We intend to recruit a Night Shelter Co-ordinator to work closely with the volunteer team to ensure the smooth running of *The King's Lynn Winter Night Shelter* and support for guests.

Job Description

Purpose of post:

To manage the referral process for *The King's Lynn Winter Night Shelter* including risk-assessment and liaison with referrers. Working with the management committee in order to ensure the smooth running of *The King's Lynn Winter Night Shelter* including support for volunteers and dealing with issues that arise.

Responsibilities

1. To be the first point of contact for visitors and volunteers, including once a week drop-in at King's Lynn library.
2. Operate the referral process, including receiving referrals, liaising with referring agencies and other partners, risk-assessing referrals and communicating decisions about referrals to the referrer and visitor.
3. As part of risk-assessment process, to ensure that an appropriate support-plan is in place when necessary for visitors who are offered a place. Communicating this support plan with the appropriate volunteer teams.
4. Planning *The King's Lynn Winter Night Shelter* sessions, including social / development opportunities.
5. Liaising with Purfleet Trust on guest's behalf.
6. Write and communicate volunteer rota. Remind volunteers when they are on duty.
7. Provide support and line-management to volunteers, including when grievances or problems are reported.
8. Building team spirit and support between volunteers including regular team meetings.
9. Attending the start of each opening and end of each closing of the of *The King's Lynn Winter Night Shelter*. (6.30pm-10.30pm and 7.00am-9.00am)
10. Work collaboratively with volunteer teams to ensure that they are appropriately briefed, staffed and ready to receive guests according to the referral process.
11. Monitoring completion of mandatory records, dealing with issues arising from incident forms.
12. Maintain good, positive relationships with visitors and volunteers
13. Supporting volunteers and steering committee in dealing with issues as they arise, either visitor or volunteer related. Ensure that appropriate boundaries are being

maintained between guests and volunteers and that issues which arise are dealt with appropriately.

14. Contributing to publicity for *The King's Lynn Winter Night Shelter* including attending networking events as necessary.
15. Attend meetings with the Management Committee and give feedback on work with the guests, interface with agencies and give regular feedback to volunteers on any challenges that have arisen.
16. Complying with *The King's Lynn Winter Night Shelter* policies and ensuring that others do the same.
17. To meet with member of Management Committee for supervision regularly
18. To carry out administrative tasks relevant to the post
19. Co-ordinate the collection of data related to visitors and volunteers needed for monitoring and evaluation purposes.
20. Contribute to the end of season report.
21. Other reasonable activities as arranged by the Management Committee to assist *The King's Lynn Winter Night Shelter*.

Person Specification

The requirement is for somebody to work 16hrs/week including evening and weekend work, based at The Purfleet Trust, King's Lynn. You will receive supervision and the opportunity to attend training sessions.

The successful candidate will need to provide evidence of the following:

Essential criteria

- Good understanding of issues facing homeless people
- Experience of risk assessment
- Good written and oral communication skills
- Good interpersonal skills, including:
 - Ability to listen visitors
 - Empathetic approach to people in difficult circumstances
 - Ability to mediate and resolve conflicts
 - Ability to interact with visitors in a positive and respectful manner
 - Ability to encourage and motivate volunteers

- Experience of dealing with challenging behavior
- Working knowledge of benefits system and social housing.
- Able and willing to work sympathetically with people with a Christian faith who are involved in hosting and volunteering.
- Ability to take initiative and work unsupervised.
- An understanding of and experience of maintaining confidentiality
- Good administrative skills and organisational skills
- Competence in the use of IT particularly Email, MS Word and MS Excel
- Able to be punctual, reliable and flexible
- Willingness to work evenings, nights and weekends.
- Willingness to undertake any training needed to support the job.
- Commitment to providing an excellent service at all times

Desirable criteria

- Previous experience in working in the field of homelessness
- Has experience of working in the voluntary sector and/or previous experience of paid work or volunteering for a winter night shelter
- Good presentational skills - ability to present and speak to large groups of volunteers
- Relevant training certificates (1st Aid, Food Hygiene, Safeguarding)

How to apply

Applicants should complete the attached Application Form and email copies to Kelly Bowen at office@kingslynnminster.org to arrive by 12 noon on Monday 9th October. Interviews to be held on the afternoon of Thursday 19th October.

Employment is subject to the provision of adequate references and an Enhanced Criminal Record Check.

The King's Lynn Winter Night Shelter encourages applicants from all sections of the community.