

Job Description: Night Shelter Support Worker

Job Title: Night Shelter Support Worker

Responsible to: Night Shelter Co-ordinator

Responsible for: Night Shelter Volunteers

Location: Night Shelter Venue and KCAH office

Hours: On a weekly rota basis, mainly late/over nights and mornings – inclusive of weekends

Salary: £26,000

Duration: Fixed term contract starting November 2025 to the end of March 2026 with possible extension

JOB PURPOSE:

To operate as Shift Leader during the opening hours of the night shelter, managing a team of volunteers in order to ensure a safe and welcoming place for rough sleepers.

MAIN RESPONSIBILITIES

- Ensure premises are opened and prepared for a welcoming reception for service users and other callers, monitor admissions, supervise service user areas, monitor security and privacy and ensure that there is order and cleanliness
- Manage a team of Night Shelter Volunteers, delegating tasks such as setting up, cleaning, cooking and serving food
- Support volunteers during their shifts, ensuring they have an enjoyable and safe volunteering experience
- Manage the immediate support needs of clients where needed, providing crisis intervention if necessary
- Maintain and promote service user confidentiality; record service user statistical information and communicate information in the agreed manner
- Support all colleagues in diffusing difficult and/or dangerous situations and seek outside assistance if necessary
- Ensure that service users adhere to the boundaries and respect the rules of the shelter; be able to challenge in an assertive, yet sympathetic way, any disruptive and/or unacceptable behaviour, doing so in a manner that balances the needs of the individual alongside the safety of the service
- Address any incidents or concerns; respond appropriately to minimise the impact on others and prevent escalation
- Ensure that there are no fire risks and that exits are clear from obstruction at all times, supervising a volunteer team to ensure the safe evacuation of premises in the event of a fire
- Communicate and implement decisions made as part of a staff team
- Ensure that premises are left in a clean and safe condition as agreed with the premises manager, carrying out regular environment checks, taking appropriate actions to report any issues

- Ensure and maintain a good working relationship with venue/facilities staff.
- Keep updated stock lists and report to the Night Shelter Coordinator when stock needs replenishing
- Have an understanding of the needs of both the service users and the volunteers, working in an empathetic and flexible manner using assessment and evaluation skills

PLANNING AND ORGANISING

- Determine effective use of time and plan own workload whilst on shift
- Anticipate and have plans in place for busy or chaotic periods
- To complete training as required

PROBLEM SOLVING

- Consider the best approach to dealing with emergencies at the shelter
- In consultation with KCAH staff, consider appropriate responses to complaints

DECISION MAKING

- Make decisions on whether a guest is welcome in the building or should be asked to leave if they are being disruptive
- Make decisions in emergency situations in line with procedures that are set out

OTHER REQUIREMENTS

- To carry out any cleaning tasks and ensure acceptable standards of hygiene are maintained
- To deal with any first aid issues
- To ensure that all areas excluded from guests are kept locked at all times
- To attend weekly staff meetings
- To develop an understanding and knowledge of the organisation and the variety of services provided
- To undertake any other duties, as directed by the line manager, that may reasonably fall within the scope of the post

COMMUNICATIONS AND WORKING RELATIONSHIPS

- To be a good team player and work constructively with colleagues and managers in all aspects of the post holder's work. Contribute positively to meetings such as supervision, appraisal, team meetings and training events
- To maintain a professional approach to all communications with external agencies

OTHER RELEVANT INFORMATION

- Holiday entitlement will accrue during the contract period (including annual and public holidays). It is preferable that holiday leave is paid at the end of the contract period; any requests during the period will be considered but must be viable for the scheme and approved by the Night Shelter Coordinator.