



Kingston Churches Action on Homelessness

Company Limited by Guarantee
Registered Charity No. 1075890 Registered Company No. 3735702

JOB DESCRIPTION

Location: St Peter's Church Hall, London Road, Kingston upon Thames KT2 6QL

Job Title: Winter Night Shelter Co-ordinator

Responsible to: Rough Sleeper Co-ordinator

Responsible for: 4 part-time night shelter workers (or equivalent) plus overseeing a volunteer base of approximately 300 people

Hours: 37 hours: flexible hours including some evenings and weekends and includes some working from home.

Salary: £28,216 (pro rata)

Duration: Fixed term contract starting in August 2018 to the end of March 2019 (with possibility of a one year extension to March 2020, dependent on funding)

Annual Leave: TBA

Purpose of Post

- a) Ensuring the smooth running of the shelter scheme
- b) Maintaining links between the participating churches & other faith communities and other community organisations
- c) Raising awareness in the local community around issues of homelessness and as a way of recruiting volunteers
- d) Encouraging cooperation between faith community, statutory and voluntary organisations and local businesses

Planning

- Develop and maintain project plan for Winter Night Shelter (WNS)
- Identify what data to collect and set-up systems for recording (e.g. attendance, referring body, outcomes etc)
- Ensure adequate records are kept (by Co-ordinator, staff and volunteers –both at the Shelters and by KCAH)
- Update/develop policy and procedures
- Ensure all aspects of Risk Assessment, Fire Safety and Food Hygiene are properly managed and scrutinised
- Give particular attention to planning for the Christmas week

Venues and coordinators

- Identify and approach suitable venues to host WNS to ensure the period of the shelter scheme (September-March) is covered
- Secure agreement for use of venues to fill rota for each day of the week including Christmas week
- Identify and maintain database of local volunteers and coordinators to ensure that every night is covered
- Produce maps for guests so that they can find venues
- Issue instructions for transfer of log book (manual or electronic) and other equipment

Line Manager Components

- To recruit and supervise four part-time workers who will be instrumental in the day-to-day running of the night shelters
- Ensure regular 1-2-1s and appraisals are undertaken as a line manager
- Have regular communication with volunteers, particularly venue co-ordinators
- To work with the Rough Sleeper Co-ordinator to ensure that all staff, venue co-ordinators and volunteers are adequately trained
- To continuously operate an outcome-driven service in line with funding requirements and in line with agreed KPIs
- Provide a day-to-day management function within the charity as required by the Operational Director

Volunteer Training and Management

- Plan, arrange and deliver regular training sessions with venues (for general volunteers and shift leaders) and publicise these events
- Produce material for all training and evaluate the sessions – reviewing content, timing and material of all sessions
- Develop procedure for registration of volunteers and to ensure all volunteers appropriately trained and referenced where necessary
- Produce and distribute manuals to co-ords and hand-outs for volunteers
- Develop system for contacting volunteers (through co-ords or directly)

Resources

- Log location and number of existing resources (mats, sleeping bags etc)
- Source (donations or buy) additional resources
- Arrange delivery to/collection of resources for venues
- Decide where to store resources during intervening months and organise
- Ensure shelter venues have the resources that they need

Shelter Support

- Attend shelters on various shifts to support team (especially new shelters) and assess adherence with policies and procedures
- Be on-call for queries or issues that arise during shelter opening
- Produce on-call rota to ensure support is available to cords or shift leaders during shelter opening hours
- Establish working relationships with the guests that use the shelter

Provision of services

- Source and arrange provision of health and wellbeing services for WNS period and ensure police are well-informed
- Produce procedures and terms of reference for all service providers involved in the scheme
- Explore provision of additional services (e.g. hairdresser, massage, etc), arrange delivery, and ensure appropriate briefing is provided
- Link guests in with the provision of any daytime activities taking place in the community

Publicity/Liaison with local partners

- Work alongside the KCAH Communications Officer to ensure regular publicity (through press and local partner organisations) for WNS
- Liaise with the Faith Community Kingston Volunteering, the University, the hospital, , the Council to advertise volunteering opportunities
- Arrange publicity opportunities during course of WNS

Liaison with stakeholders and delivering related projects

- Work with KCAH's Rough Sleeper Co-ordinator to ensure pathways out of homelessness for night shelter guests are established, attending multi-agency meetings as appropriate
- Attend Housing Justice (HJ) London WNS Forum meetings
- Participate in London WNS project manager support network
- Attend any Pan-London Befriending and Mentoring project meetings or any alternative to this scheme

Funding and finance

- Maintain an awareness for the accounting/audit system for WNS finances

Evaluation and reporting

- Get volunteers to provide feedback on training sessions
- Get feedback from volunteers and guests on WNS experience, including suggestions for future development – through surveys and focus groups
- Produce financial report at end of WNS period
- Produce end of project report, for KCAH, stakeholders (e.g. venue coordinators), and funders

General Components

- To work as part of the team of staff and volunteers at KCAH and assist with the general office support at all times to ensure the quality of service is maintained
- To have full awareness of KCAH policies and procedures and implement them in all work activities, with particular focus to Equality and Diversity, Health and Safety and Safeguarding
- Demonstrate a continually developing knowledge and skill for the benefit of KCAH
- To be aware of and be committed to the promotion of KCAH's values, vision, mission and diversity statements in both employment and service delivery
- To undertake any other duties commensurate with the grade and in line with the requirements of the post



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Person Specification

1. Experience of working in or with the voluntary sector, preferably in the field of homelessness
2. An understanding of the needs of marginalized people and an ability to work with them
3. The ability to work with and organise volunteers
4. A knowledge and understanding of how faith and community groups can benefit projects
5. Proven interpersonal skills, including an ability to motivate and encourage people and
6. Ability to interact with people in a polite, appropriate and professional manner, including ability to challenge and resolve difficult situations
7. Ability to work unsupervised and take initiative
8. Proven administrative skills, including good written and oral communication and good computer literacy
9. To be self-servicing in terms of being IT literate with the ability to use Microsoft Word, Excel, Doodle and a web-based data recording system
10. Excellent organisational and time management skills with the ability to meet targets
11. Ability to work flexibly across the organisation, where necessary, in order to support the whole staff team and meet the objectives of KCAH
12. Possess a demonstrable commitment to Equal Opportunities and to the aims, principles and policies of KCAH