**The King’s Lynn Winter Night Shelter**

**Night Shelter Co-ordinator**

**Job Description & Person Specification**

**Job title: Night Shelter Co-ordinator**

**Responsible to:** *The King’s Lynn Winter Night Shelter* Management Committee

**Hours:** 37.5 hours a week. The role will begin on 1st October 2018

**Salary:** £23,111.00 p/a (SCP 25)

**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 guests some of whom are likely to have a range of support needs, such as alcohol dependency and mental health issues.

Accommodation will be provided at St Ann`s Fort and is planned to run each night from 1st Nov -31 March. We intend to recruit a Night Shelter Co-ordinator, along with an assistant co-ordinator, and two night assistants. Each of these staff members will work closely with the volunteer team to ensure the smooth running of *The King’s Lynn Winter Night Shelter* and support for guests.

As the night shelter will only run for five months of the year, it is envisaged that the co-ordinator will spend the remaining seven months of the year, preparing for the project. The job description below gives further details of the roles, which will be fulfilled.

**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 raise funds for the project, including applying through grant funding bodies.
2. To prepare the building for use, for the centre opening on 1st October.
3. To recruit the assistant co-ordinator and two night assistants, who will help to run the night shelter.
4. To recruit extra volunteers, to increase and develop our existing volunteer team.
5. To network with relevant local agencies and charities, to increase the profile of the night shelter.
6. To be the first point of contact for guests and volunteers.
7. 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 guest.
8. As part of risk-assessment process, to ensure that an appropriate support-plan is in place when necessary for guests who are offered a place. Communicating this support plan with the appropriate volunteer teams.
9. Planning the development of the project in accordance with the aims and objectives set out by the charity.
10. Facilitate meaningful activities for guests.
11. Work in partnership with the Purfleet Trust and other support agencies.
12. Write and communicate volunteer rota. Remind volunteers when they are on duty.
13. Provide support and line-management to volunteers and staff, including when grievances or problems are reported
14. Building team spirit and support between volunteers and staff, including regular team meetings.
15. Ensure the shelter is covered by a paid member of staff during opening times. (*usually 6.30pm – 9.00am, although this may change during extremely cold spells*)
16. Work collaboratively with volunteer teams to ensure that they are appropriately trained, briefed, staffed and ready to receive guests according to the referral process.
17. Monitoring completion of mandatory records, dealing with issues arising from incident forms.
18. Maintain good, positive relationships with guests, staff and volunteers
19. Supporting volunteers, staff and steering committee in dealing with issues as they arise, either visitor or volunteer related. Ensure that appropriate boundaries are being maintained between guests, staff and volunteers and that issues which arise are dealt with appropriately.
20. Contributing to publicity for *The King’s Lynn Winter Night Shelter* including attending networking events as necessary.
21. 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.
22. Complying with *The King’s Lynn Winter Night Shelter* policies and ensuring that others do the same.
23. To meet with members of Management Committee for supervision regularly
24. To carry out administrative tasks relevant to the post
25. Co-ordinate the collection of data related to guests and volunteers needed for monitoring and evaluation purposes.
26. Contribute to the end of season report.
27. 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 37.5 hrs/week including evening and weekend work, based at St Ann`s Fort, 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 experience of issues facing homeless people
* Experience of risk assessment
* Good written and oral communication skills
* Good interpersonal skills, including:
	+ Ability to listen to guests
	+ 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
* 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*

* Has experience of working in the voluntary sector and/or previous experience of paid work or volunteering for a winter night shelter
* Working knowledge of benefits system and social housing.
* 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 Revd Kevan Crane at cornerstoneklbcoffice@gmail.com to arrive by 12 noon on Wednesday 18th July. Interviews to be held on Monday 23rd July 2018.

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

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