



Job Description & Person Specification

<u>Job Title</u>	Winter Night Shelter Coordinator
<u>Responsible to</u>	Development Officer, Greater Together Manchester
<u>Location</u>	Manchester City Centre
<u>Hours</u>	35 per week (regular evening and weekend work will be required so flexibility is important)
<u>Duration</u>	3 year fixed term contract
<u>Salary</u>	£22,000 per annum (plus 6% pension contribution)

About GMWNS

The GMWNS is a rolling night shelter which runs through the winter (currently November through to April) with 12 beds provided at a different venue every night. The project works in partnership with the Booth Centre, a well-established charity, which provides day-time care for the homeless at its premises in the centre of Manchester. We host guests referred to us by the Booth Centre.

During the 2016/17 winter, we had 8 churches involved as venues, and we are now looking to bring additional venues on board so as to increase our capacity. The shelter is staffed by volunteers who will set up the shelter, cook and serve food, sit with our guests and provide a warm welcome, as well as clearing up the next morning.

The project ran for a 3 month pilot from January 2016 and then relaunched for a full 6 month run in November 2016. The project has over 250 volunteers from all over Greater Manchester and we actively encourage the involvement of volunteers with lived experience of homelessness. The project has just been awarded the Housing Justice Quality Mark accreditation of Excellent Practice Standard.

Hospitality is at the heart of this project. We will continue to be working with the Booth Centre to provide consistent support for our guests, working together to see how we can help them to move onto more secure accommodation. We will only be accepting men, but unlike statutory provision, we will accept referrals for people who do not have recourse to public funds.

We are looking to recruit a Coordinator who will lead the development of Greater Together Manchester's homelessness work, primarily coordinating the delivery of the winter night shelter, whilst also working with the wider GTM team to support new initiatives, contributing to the wider campaign to end rough sleeping across Greater Manchester.

This year we are looking at the possibility of running a pilot satellite shelter project in Wythenshawe, working in partnership with the Manchester Airport Chaplaincy, local churches

and other organisations. To date we have only provided services to homeless men, but would like to explore possible models of accommodation that would suit women.

Main Responsibilities

- To have an oversight for the work of GTM that relates to homelessness, working with the wider Manchester Homelessness Partnership and other agencies across Greater Manchester.
- To take an active lead in the further development and running of the winter night shelter provision.
- To ensure that all the night shelters are run efficiently and offer a high quality, suitable provision for guests.
- To facilitate clear, fast communication between the shelters and the Booth Centre.
- Support volunteers and be a point of contact in case of emergency.
- Recognise and pre-empt trouble and help support shift leaders better reacting to problems that may arise.
- Work with the Booth Centre to monitor the guests and collect necessary data for analysis following completion of the project.
- Build relationships with potential new venues to help expand provision.

Operational Responsibilities

Before the night shelter begins:

- Begin the process of transferring volunteer coordination onto the online 'Timecounts' system, supporting volunteers with training if necessary.
- Recruit any additional venues as needed.
- Work with the Booth Centre to confirm the referral process.
- Carry out risk assessments of venues and liaise with fire service and police if necessary.
- Ensure that each venue is adequately equipped for the purposes of the night shelter.
- Run thorough training for all the venue coordinators and shift leaders.
- Support the recruitment of additional volunteers (and provide ongoing support for their development).
- Deliver training sessions for volunteers (both old and new) and work with the Steering Group and wider Homelessness Partnership to arrange additional specialist training for those that want it.
- Provide administrative support for the shift leaders (e.g. volunteer rotas, guest lists etc.)
- Work with Housing Justice to confirm their monitoring processes.

During night shelter:

- Resolve issues, improve practices and ensure consistent application of protocols every night.
- Induct any new volunteers.
- Work collaboratively with each venue coordinator to ensure that they are appropriately briefed, staffed and ready to receive guests according to the referral process.
- Ensure that all relevant administrative tasks are completed at each venue (e.g. updating the log book, completing feedback forms etc.)

- Ensure a range of activities/entertainment are available for guests each night.
- Maintain good, positive relationships with shelter guests and volunteers.
- Coordinate the communication between venues, giving regular feedback to overnight workers on any challenges that have arisen.
- Attend meetings with the steering group and give any relevant feedback on work with the guests, interface with agencies and collect information relating to guests, including keeping ongoing electronic records as deemed necessary.
- Make recommendations for improvements.
- Liaise with local authority and outside agencies where necessary on behalf of guests.
- Support raising of funds for any additional activities or equipment needed.
- Undertake other duties from time-to-time as requested.

After the shelter has closed:

- Ensure that all processes, procedures, policies, and information are updated as appropriate and available for the following year.
- Collate and evaluate information relating to outcomes and outputs and lead on the writing of the annual report.
- Other reasonable activities as arranged.

Person Specification

This is a fixed term contract of 35 hrs/week for 3 years, there will be some evening and weekend work. The successful applicant will be required to attend shelter sessions at different church venues over the duration of the shelter and may, on occasion, be called upon to cover a shift if there is not the required number of volunteers.

ESSENTIAL	<p>Demonstrable project co-ordination skills.</p> <p>Good understanding of issues facing homeless people.</p> <p>Driving licence and access to a car.</p> <p>Self-motivated, able to use own initiative and ability to work unsupervised at times.</p> <p>Positive, optimistic and resourceful when dealing with obstacles and last minute changes</p> <p>Experience of devising and delivering appropriate training to volunteers.</p> <p>Good interpersonal skills</p> <p>Experience of dealing with challenging behaviour.</p> <p>Excellent written, administrative and organisational skills.</p> <p>Punctuality, reliability and flexibility in working practice.</p> <p>Willingness to work evenings and weekends where necessary.</p> <p>Sympathetic to the values and ethos of the Church of England and the GM winter night shelter.</p> <p>Commitment to equality & diversity and an open and accepting approach to all regardless</p> <p>Competence in the use of IT including MS Office and volunteer management software.</p>
DESIRABLE	<p>Working knowledge of the benefits and social housing systems.</p> <p>Previous experience of working in the homelessness sector.</p> <p>Experience of working in the voluntary sector and/or previous experience of paid work or volunteering for a night shelter project.</p> <p>Experience of managing large numbers of volunteers.</p> <p>Use of social media and content management of websites.</p> <p>Sound working knowledge of financial procedures and basic budgeting.</p> <p>Experience of supporting volunteers who have been recently homeless or who are still vulnerably housed.</p> <p>Community Fundraising experience and experience applying for grants.</p> <p>Experience of collating and analysing data and writing project reports.</p>