



Job Description & Person Specification

<u>Job Title</u>	Night Shelter Project Worker
<u>Responsible to</u>	Development Officer, Greater Together Manchester
<u>Location</u>	Central Manchester (TBC)
<u>Hours</u>	35 per week (evening and weekend work may be required so flexibility is important)
<u>Duration</u>	1 year fixed term contract (with view to extend depending on funding) (Possible secondment opportunity for 1 year)
<u>Salary</u>	£22,000 per annum (plus 6% pension contribution)

About GMWNS

GMWNS is a group of churches who are motivated by a common concern for the plight of the homeless in the region. The pilot project ran between January and March 2016 and was an unprecedented success. Going forward, we are now looking at running for 6 months from late October 2016 to late March 2017. The project is a rolling night shelter with 12 beds provided every night– guests sleep at a different venue each night. 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.

Initially we will continue to take referrals from the Booth Centre, but may look at widening the referral process in accordance with demand. We will only be accepting men, but unlike statutory provision, we will accept referrals for people who do not have recourse to public funds.

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 are looking to recruit a Project Worker who will coordinate this project, working with each venue coordinator, shift leaders and volunteers to ensure safe, efficient and consistent provision across the seven venues.

Purpose of Post

- To ensure that all the night shelters are run efficiently and are consistent in how the guests are treated.
- Facilitate clearer, faster communication between shelters and among guests.
- Support volunteers and be a point of contact in case of emergency.
- Recognise and pre-empt trouble and help support shift leaders in how to react 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.

Main Responsibilities

Before the night shelter begins:

- Work with the GTM Development Officer to recruit additional venues as needed.
- Support the host churches so that they are ready to receive guests by late October.
- Work with the Booth Centre to confirm the referral process.
- Carry out risk assessments of venues and liaise with fire service if necessary.
- Ensure that each venue is adequately equipped for the purposes of the night shelter.
- Attend and assist with training for the venue coordinators, shift leaders and volunteers.
- Support the recruitment of additional volunteers (and provide ongoing support for their development).
- Design a suitable initial training session for volunteers and work with the Steering Group to arrange additional specialist training for those that want it.
- Provide administrative support for the venue coordinators (e.g. volunteer rotas).
- Work with Housing Justice to confirm their monitoring processes.

During night shelter:

- 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.
- 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 information relating to guests and work with Greater Together Manchester to produce a seasonal report to support fundraising and the development of new services.
- Assist in the writing of the annual report including statistics for the season.
- Other reasonable activities as arranged.

Project Worker Person Specification

This is a fixed term contract of 35 hrs/week including 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. You will receive supervision and the opportunity to attend training sessions.

Essential criteria

- Access to a car and a clean driving license.
- Good understanding of issues facing homeless people.
- Good written and oral communication skills.
- Good interpersonal skills, including:
 - An ability to listen to guests
 - Empathetic approach to people in difficult circumstances
 - The ability to mediate and resolve conflicts
 - Ability to interact with shelter guests in a positive and respectful manner
 - Ability to encourage and motivate church co-ordinators and volunteers
 - Experience of dealing with challenging behaviour
- Working knowledge of benefits system and social housing.
- Ability to take initiative and work unsupervised at times
- An understanding of and experience of maintaining confidentiality
- Good administrative and organisational skills, including:
 - Competence in the use of IT particularly Email, MS Word and MS Excel.
 - Good presentational skills - ability to present and speak to large groups of volunteers.
- Shows initiative and can work productively with little supervision.
- Able to be punctual and be reliable and flexible.
- Ability to work within a Christian ethos with guests, the church coordinators, volunteers and those working to support the shelter project.
- Willingness to work evenings 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.
- Relevant training certificates (1st Aid, Health & Safety, and Fire Safety).