

C4WS HOMELESS PROJECT

Registered Charity No. 1189622

Shelter Coordinator (SC) JOB DESCRIPTION

Reviewed September 2024



JOB TITLE:	Shelter Coordinator
EMPLOYED BY:	C4WS Homeless Project
RESPONSIBLE TO:	C4WS Homeless Project Trustees
LINE MANAGEMENT:	C4WS Homeless Project Director
HOURS	35 hours per week, flexibly applied
SALARY	Current post holder on £32,000
DURATION	12 month initial contract, which has the potential to be extended based on performance and availability of funding for the role
ANNUAL LEAVE	25 days per annum pro rata (leave to be negotiated with other project staff to ensure there is always cover)

SCOPE OF THE POST:

- To organise and coordinate the operational delivery of the C4WS Night Shelter
- To prepare for, help to secure the resources, and ensure the smooth running of the Shelter, maintaining relationships with the leading figures at each venue. Help to identify and recruit potential shelter venues, for forthcoming seasons.
- To work with shelter teams and guests to ensure that the shelter runs effectively, meets the needs of its guests, treats guests and volunteers fairly and consistently, and is peaceful and conflict-free
- To support the C4WS volunteer force, organising training and recruitment of all volunteers of the winter shelter
- To ensure that volunteers have received necessary and appropriate training and that their training is maintained up to date and that a pool of floating volunteers is maintained to support the Churches with any gaps in their rota.
- To be the primary emergency contact for shelters overnight when on shift
- To be the main and lead physical presence at most shelter evenings (minimum of 3 evenings a week as per the rota, including weekend shelter shifts).
- To be responsible for the development and management of the C4WS Friday Club, which runs all year round.
- Contributing to fundraising through identifying appropriate opportunities, preparing and submitting grant applications, and demonstrating impact to fund providers.
- Provide support in respect of the running of the project and its various services.
- To carry out administrative tasks, including collating ongoing and specific statistical reporting for the C4WS Winter Shelter and Friday Club

NATURE OF THE POST

Shelter Coordination

Providing a warm, welcoming shelter for the guests is the main task of the post. This will involve:

- Overseeing the operation of the winter shelters across Camden, accommodating up to 16 people a night.
- Maintaining records, including a Log Book, of shelter activities and procedures.
- Monitoring and supervising each venue, including working with, coordinating and supporting the shelter volunteer teams. Building and maintaining a strong volunteer team at each venue, responding to volunteer enquiries and last minute changes at venues effectively and promptly.

- Day-to-day liaison with the host churches to maintain good relationships and support the smooth running of the Shelter venues.
- Transferring beds and other shelter equipment between venues, as-and-when required.
- Ordering of shelter equipment.

Volunteer support, training and recruitment

- Ensuring the effectiveness of the volunteers by organising training for Church Coordinators and volunteers, reviewed annually, ensuring a good standard of volunteer performance, and responding to volunteer needs.
- Ensuring that volunteer and shelter related policies and handbooks are kept up-to-date and relevant.
- Ensuring that overnight volunteers have up to date DBS certificates.
- Working with and supporting the C4WS volunteer Church Coordinators throughout the season and conducting debriefs at the end of the shelter season.
- Liaising with representatives of local churches, to set up and maintain an effective network of venues, Church Coordinators and volunteers.
- Liaising with local schools, community groups and businesses to raise the local profile of C4WS.
- Actively recruit new volunteers to the project, ensuring they are trained ahead of their first shift with the project and understand the ethos of our work.

Working with and supporting the Guests

- Receiving and caring for the guests.
- Making judgments about access on the door, always keeping in mind the C4WS ethos and guidelines, always maintaining safety.
- Dealing with problem guests in conjunction with the Director.
- General troubleshooting if required, with other members of staff.

Developing and managing the C4WS Friday Club

- Being the sole C4WS Staff presence at the weekly drop in
- Managing relationships with Corporate Cooking teams and ensuring the schedule is in place, contact is made with cooking teams two weeks in advance of their visit, and that the meals are consistently provided to a high standard without becoming repetitive
- Managing the weekly volunteers and task lists
- To provide on-site welfare support as required

Health and Safety

- Ensuring venue security is maintained to the highest possible standard, including but not limited to
 - Fire safety
 - Security of shelter
 - Volunteer/guest behaviour and interaction
 - COVID-19
- Ensuring all venues are risk assessed and meet health and safety requirements
- Establishing and maintaining the support of the police
- Ensuring all policies and procedures are up-to-date and implemented appropriately, covering all C4WS projects, including office, shelter venue and public spaces.

OTHER RESPONSIBILITIES:

Meetings:

- The Shelter Coordinator will meet bi-monthly with the Director. The line manager should receive oral feedback as necessary on any challenges or queries about the work, reports on interface with any agencies, general discussion of work with guests and recommendations/advice on improvement of the project.
- To attend weekly meetings with the entire staff team
- To attend other meetings / forums when agreed by the Director

- To attend training/workshops when deemed appropriate by the Director/C4WS Board of Trustees

Deliverables:

To give feedback to the Director on:

- Personal experience of the work
- Guest experiences
- Volunteer experiences
- Any issues arising from the Winter Night Shelter, Friday Club, or any other aspect relating to the Shelter Coordinator's duties within C4WS.

Monthly and Annual Reports

- To collect and maintain basic statistical information on the C4WS Friday Club and to use this in the production of monthly statistical reports and in the C4WS Annual Report.

Christian Ethos:

- To work within a Christian ethos with guests, the church coordinators, volunteers, fellow workers and all those working to support the shelter project