



SUTTON WINTER SHELTER

Run by Sutton Community Works



CHARITY NO. 1140363

- Job Title:** Winter Shelter Coordinator
- Responsible to:** Sutton Community Works [SCW] Director
- Hours:** 37.5 Variable hours per week including daytime, evenings and weekends. [see below for more information]. Job Share will be considered.
- Salary:** £32K (pro rata) [for a fixed term of 10-12 weeks]
- Duration:** 10-12 weeks from early January 2025
- Annual Leave:** 28 days [including bank holidays] per annum pro rata (leave to be taken at the end of the project)

Organisation Context

Sutton Community Works are a Christian Charity with 22 church partners. Our aim is to build a safer and more prosperous borough for our residents. We do this through a variety of projects which include Sutton Foodbank, Community Foodshop, Street and School Pastors and helping those in Temporary Accommodation with basic essentials. We agree with the Charter for Christian Homeless Agencies which can be accessed online - <https://bit.ly/40NqzyC>.

Sutton Winter Shelter is committed to offering a safe, warm, and welcoming environment for individuals who might otherwise sleep rough in the London Borough of Sutton. We provide nutritious meals, a dry place to sleep, and a friendly atmosphere where guests can relax and feel secure overnight.

The project also aims to support people in finding long-term accommodation through signposting and working with partnering organisations and agencies. Our Winter Shelter Coordinator will provide support to our homeless guests whoever they are, wherever they are from and whatever their beliefs always showing them respect and compassion.

Purpose of Post:

To oversee the operation of the Sutton Winter Shelter, ensuring the delivery of high-quality services to homeless individuals in a safe, supportive, and welcoming environment. As a Christian Charity faith motivates our staff and volunteers, and we see prayer for one another and our guests as key drivers for all we do.

A) Responsibilities and Duties

1. Assist in recruiting volunteer team leaders of the participating shelter venues, and ensure that guidelines, policies and procedures that are in place are understood by each venue leader and volunteers.
2. To organise and coordinate the safe and smooth operational delivery of the Winter Shelter along with the shelter assistant and be present and visible at various times and locations during the week. This involves ensuring adequate resources are available and health & safety checks are completed.
3. To work with Encompass and other referring agencies, shelter teams and guests to ensure that the shelter: runs effectively, meets the needs of our guests, treats guests and volunteers fairly and consistently.
4. To be the principal referral point for guests at the Shelter and to disseminate this information to venue leaders and ensure risk assessments for each venue are understood and to ensure venue leaders and volunteers are briefed.
5. To signpost guests to external partners including churches and to help guests in a holistic way including talking about the spiritual aspects of their being when appropriate.
6. To actively ensure the culture of the Shelter is a hospitable, calm, peaceful and conflict-free environment and that any issues or problems are dealt with as smoothly and in as stress free a manner as possible.
7. To work with the SCW team to gather information about the provision for homeless and those in temporary accommodation in Sutton (e.g. information about move on provision in the area, permanent and temporary accommodation, physical health provision, mental health services, legal advice, obtaining ID if lost or stolen, a list of daytime provision, and extracurricular activities provided for homeless people. To compile this information in an organised file and ensure that it is disseminated amongst the shelter venues.
8. To represent the Shelter project at any meetings as agreed with the SCW Director. E.g., the Monthly Rough Sleepers Forum.
9. To manage the Winter Shelter Assistant and oversee all volunteers, particularly working closely with Venue Leaders and managing the volunteer rota to ensure the Winter Shelter can run as planned.
10. To work in a person-centered way with our guests, ensuring that support and informal advice is tailored to them. To relate to our homeless guests with respect and tolerance. We expect the coordinator to lead by example in building a culture of inclusivity, understanding, mutual respect and compassion. The aim is to improve the guest's sense of well-being and quality of life.

11. Take the individual referrals for guests from Encompass and other agencies efficiently, effectively and promptly and assessing suitability of guests for the shelter.
12. Overseeing logistics of transportation of equipment between venues.
13. Arrange regular meetings to plan, review progress and ensure the smooth running of the project with venue leaders and SCW team.
14. Ensure accurate record keeping in line with confidentiality and data protection policies.
15. Ensure that each venue has relevant information to display or give to guests about signposting/referral pathways of partners and agencies. Liaise with signposting agencies in enabling them to find long-term accommodation.
16. Coordinate external partners coming to the shelter to provide support e.g. DWP/NHS
17. Pass on relevant, confidential briefings on risks to Venue Leaders and SCW team. Receive, evaluate and take appropriate action on risk, safeguarding and complaint issues, from guests, volunteers, venue staff, and neighbours of venue.
18. Disseminate information about the shelter project to referral agencies and venues.
19. Oversee the standard of cleanliness and hygiene of venues particularly toilets/shower and kitchen.
20. Provide weekly statistical updates to the SCW Director and Encompass ensuring any issues or problems are notified promptly and resolved promptly thereafter.
21. To lead in prayer when present at sessions. To have pastoral responsibility for the venue leaders and encourage their Christian faith in delivering the project.
22. To contribute to SCW staff prayer times.
23. Encourage and co-ordinate each venue and volunteers to ensure a range of activities are available for guests each night.
24. Any other duties reasonably required to run the Shelter

After the closure of the Cold Weather Shelter:

1. Collect feedback forms from guests, venue leaders and volunteers.
2. Help organise the post-shelter celebration event.
3. Ensure the data is ready for the end of project report.

(B) PERSON SPECIFICATION

- Experience and understanding of working with adults at risk and people facing homelessness.
- Supervising Volunteers.
- Familiarity with Housing Allocations and Homelessness legislation.
- Understanding and compassion for those without home.
- Proven interpersonal skills, including an ability to motivate and encourage people.
- Successfully lead a multi-faceted community project
- Excellent punctuality and reliability.
- Understanding of Data Protection and Safeguarding and the ability to handle sensitive personal information.
- Proven administrative skills, including good written and oral communication, and good computer literacy.
- Ability to take initiative and work unsupervised.
- Excellent time management.
- Excellent organisational skills.
- To be a practicing Christian.
- Full clean driving licence and use of car

(C) Lines of Communication

1. The Winter Shelter Coordinator will report to the SCW Director.
2. The SCW Director will meet with the Winter-Shelter Coordinator for review of the project and his/her personal performance.
3. The Winter Shelter Coordinator will manage communications and matters arising with the venue leaders and volunteers of the individual centres.