



Job Profile	
Job Title	Night Shelter Project Lead
Contract	Until 31 October 2024 (with possible other opportunities available subject to funding)
Hours	37.5 hours per week
Salary	Starting salary £26,000 to £28,000 per annum, depending on experience.
Annual Leave	26 days per annum (plus bank holidays)
Service Team	Night Shelter
Reports To	Day Centre Services Manager
Location	Enfield and Haringey, North London
Job Purpose	
<p>All People All Places (APAP) is a registered charity founded in 2010. APAP is a small and locally focused homeless charity supporting individuals and households that are facing housing crisis across Enfield and Haringey.</p> <p>APAP has a strong track record of delivering services to rough sleepers and those at risk of rough sleeping in Enfield and Haringey. Our mission is to break cycles of poverty and disadvantage and to tackle issues of homelessness as they present in Enfield and Haringey by:</p> <ul style="list-style-type: none"> - Providing respite to those rough sleeping - Supporting individuals through and beyond housing crisis - Preventing people from experiencing the nightmare impact of rough sleeping <p>In 2021 we opened a day centre offer in Edmonton, Enfield. This service was set up to meet the needs of those rough sleeping and on the cusp of homelessness in the borough to provide daytime respite and independent housing related support.</p> <p>APAP is continuing to deliver a static single occupancy night shelter provision to rough sleeping clients which is open and accessible 24 hours a day. The Night Shelter project accepts clients with No Recourse to Public Funds (NRPF) and works intensively with them to support them to move on into more stable, long-term housing whilst seeking to address the</p>	

wider issues and causes of their homelessness including support with immigration, substance misuse and employment.

We are seeking a skilled, empathetic and experienced person to lead this project and support from the Day Centre. The role will involve processing referrals into the project, undertaking initial assessments, conducting in-depth housing-related casework and working effectively internally and across external partners to ensure clients are able to access the variety of support they need to overcome their homelessness. The role will also include, supporting clients from the Day Centre, specifically those who are rough sleeping and need support with accessing services, attending appointments and general housing and homelessness related support.

This is a full-time post (37.5 hours p/week) with the working week split between the accommodation Hub and APAP's Day Centre. In addition to this, there will be a requirement for the post holder to attend and escort clients to appointments as needed, including appointments at the bank, the GP, the embassy, and property viewings. There may, on occasion, be some out-of-hours and weekend work required, for which TOIL can be agreed in advance.

The post is currently funded until the end of October 2024, however, we are hopeful that we will be able to offer an extension based on securing follow-on funding.

Main Duties and Responsibilities

Project Responsibilities

- To build a relationship with clients where they feel safe and encouraged to engage with the services and support provided
- To be the lead representative of APAP to external shelter partners; maintaining a positive and communicative working relationship with the staff team and working collaboratively to ensure clients needs are met.
- To provide high quality, trauma-informed, advocacy and support to clients at the Night Shelter. Ensuring that they are able to sustain their placement, understand their responsibilities and are connected to and engage with the services needed to resolve their homelessness.
- Proactively manage a caseload of your own clients from the Night Shelter and the Day Centre
- To work closely with relevant partner organisations including specialist advice and legal support agencies. Attending linked appointments with clients and supporting clients in gathering information or documentation required to progress their case.
- Liaise with local outreach teams and other organisations referring into the project
- To work proactively with clients at the Night Shelter and Rough Sleeper clients in the Day Centre, including taking them to appointments at the Job Centre, GP and medical appointments, bank account, ID appointments and property viewings
- Working with accommodation staff to ensure clients are clear on the terms of their stay, expected behaviour inside and outside of the accommodation and are adhering to the guest agreement. Ensuring that where there are breaches or concerns these are addressed swiftly and clearly. Providing written and verbal warnings if they are not.
- To effectively undertake and progress casework with clients through regular appointments and follow up sessions
- Regularly updating the Day Centre Services Manager with client outcomes and joining bi-weekly meeting with the Housing Team at Enfield Council to provide detailed client updates and concerns
- To keep accurate and detailed case notes and ensure monitoring procedures are followed and kept up to date

- To work with the wider team to screen and process referrals into the Night Shelter
- To liaise with accommodation providers and partner organisations to support effective and timely move-on where appropriate
- Ensuring projects adhere to Covid-safe, health and safety, safeguarding and other guidelines
- To induct new guests into the service, carrying out initial needs and risk assessments for new guests, and managing any risks identified
- To maintain effective systems and procedures to manage casework
- To provide advice on entitlement to statutory and other services for homeless adults, and advocacy where needed
- Identifying and pursuing other non-statutory housing and income options, eg. for guests with No Recourse to Public Funds
- Monitoring guests' progress towards the goals set in the initial needs assessment, providing advocacy where needed
- Maintaining a positive and collaborative relationship with voluntary and statutory partners
- Signposting and referrals to relevant services and projects to address the needs of guests
- To work within the boundaries set by APAP ensuring no personal contact details are exchanged between guests and staff/volunteers
- Undertake any other tasks that may be required which are commensurate with the role
- To be administratively self-serving
- To work with the wider team to develop the project as needed
- To provide ad hoc support to other projects as needed
- Ensure that clients maintain their rooms appropriately, have access to appropriate food, travel expenses and laundry facilities.

General Organisational Duties

- To at all times undertake your role in a professional manner maintaining a high standard of work, and to always work in accordance with the aims, values and ethos of All People All Places.
- To maintain good working relationships with partner organisations and keep accurate records
- To take part in internal and external training courses
- To incorporate All People All Places values and ethos in your work
- To take responsibility for your own health and safety and that of others in line with good practice

Person Specification

Criteria	Desirable	Essential
At least one year's experience of working in a homelessness context or similar role.		Yes
Experience of managing and developing projects	Yes	

Working knowledge of various statutory and voluntary agencies and projects offering advice services, accommodation, outreach and primary needs provision, ideally in Haringey and Enfield	Yes	
Working knowledge of Housing Legislation and other relevant legislation for vulnerable adults	Yes	
An understanding of the needs and support requirements of vulnerable clients, including those with mental health and/or substance dependency problems		Yes
The ability to work in partnership with existing partners and develop new working relationships with external colleagues from both the voluntary and statutory sectors		Yes
The ability to assess need and risk, whilst motivating people to identify and achieve their goals		Yes
Good working knowledge of benefits & income maximisation		Yes
The ability to work positively with vulnerable people who may display challenging or difficult behaviour. Understanding of trauma-informed approaches and ability to apply that to your work.		Yes
Understanding of issues facing people with 'no recourse to public funds'	Yes	
Experience of using the Chain database	Yes	
Detailed understanding of safeguarding processes and escalation.		Yes
A high level of written and verbal communication skills, including the ability to advocate for guests		Yes
Ability to speak community languages such as Polish, Turkish, Arabic, Romanian and Bulgarian.	Yes	
Administrative skills including good computing skills and the ability to use I.T. applications and data entry.		Yes
Ability to work in line with the ethos and values of All People All Places		Yes
A commitment to Equal Opportunities		Yes

How to apply:

We are looking for someone to start **as soon as possible**, therefore applications will be processed when received and interviews will take place as and when suitable applications are received.

For an informal discussion about the role please contact George on 07888 826 441 or at the below email address.

If you would like to apply, please do so straight away, sending the following documents to info@allpeopleallplaces.org.

- A CV of no more than 2 sides of A4
- A statement outlining your suitability for this role – please make sure you directly address the points in the job description, explaining the skills or experience you have in that area. The statement should be no more than 2 sides of A4.
- Details of two references, one of which must be your current/most recent employer.

Successful applicants will be subject to an enhanced DBS check.

APAP is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, colour, sex, gender identity, sexual orientation, age, disability, national origin, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and the needs of our organisation, our clients and our services. APAP welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.