

Reports to:	Director
Hours of work:	37 hours per week (including some evenings until 7pm)
Salary:	NJC Scales 14- 17 including London Weighting currently £27,196
Pension:	(5% employer contribution to pension, 3% employee)
Annual leave:	25 days plus bank holidays (pro rata for six months)
Based at:	Premises in Stoke Newington and Clapton

PURPOSE OF THE ROLE

To coordinate the Hackney Night Shelter Volunteer Programme. Recruiting, inducting and supporting up to 200 volunteers, managing a rota covering the shifts at the two night shelters.

Hackney Night Shelter operates emergency accommodation and support for homeless people across two venues. As a small charity, we have a high dependency on the role of volunteer support in helping us deliver the service.

The charity has a very small team of paid staff and we expect people to be highly flexible in their roles, with a “can do” attitude, willing to turn their hand to anything that needs to be done. This role description therefore provides only a summary of the main duties and other tasks may be required.

Key responsibilities and duties

Shelter Volunteers

- Manage the volunteer rotas for both the night shelter and the women’s project
- Make and maintain contact with volunteers by email and/or phone to ensure all shifts are covered
- Identify gaps in the rota and fill those from the volunteer base
- Manage catering volunteers and providers at the night shelters, including food deliveries
- Oversee volunteer recruitment, induction, and training
- Main point of contact for shelter volunteers
- Respond to new volunteer enquiries
- Build and maintain excellent working relationships with volunteers
- Promote open communication meeting opportunities incl. virtual meetings
- Maintain volunteer records and database including contact details and DBS records

Community Volunteers

- Coordinate the interest and delegation of volunteers into our external activities and events
- Engage the volunteer community in specialist activities – eg. Gardening, Property maintenance, guest outings, etc
- Connect with corporates in coordinating social responsibility volunteer opportunities

Administration

- To undertake general office administration duties as required.
- Log any incidents of note and intervene positively if any problems occur, taking note of any risk issues
- Record and update accurate monitoring information

General

- Ensure adherence to Hackney Doorway’s policies including safeguarding, confidentiality, data protection, health and safety, and equality and diversity
- Report any safeguarding concerns to the Safeguarding Lead

	Essential	Desirable
QUALIFICATIONS AND EXPERIENCE		
A good standard of education	✓	
Experience of volunteering	✓	
Experience of using databases		✓
SKILLS		
Excellent interpersonal skills, including an ability to work with guests, teams of volunteers	✓	
Ability to maintain good communications and working relationships with staff and volunteers	✓	
Ability to maintain confidentiality and appropriate professional boundaries	✓	
Good administrative skills and ability to organise time effectively and manage a busy workload	✓	
Excellent written and oral communication skills including the ability to communicate with volunteers, guests and professionals from a variety of fields of expertise	✓	
Computer literacy with experience of using Microsoft Office	✓	
KNOWLEDGE, UNDERSTANDING AND OTHER		
Understanding of and empathy with the needs of marginalised and vulnerable people	✓	
An understanding of and commitment to equality, diversity and anti-discriminatory practice	✓	
Commitment to the vision and values of the charity	✓	

Application Process:

Please send a CV and a covering letter, outlining how the above Person Specification is met, to Mark@hwns.org.uk
 Appointment will be subject to the receipt of satisfactory references and enhanced DBS check.
 With a six month probationary period.

Closing Date: 12 May 2022

Interviews: week beginning 16 May 2022

Start Date: to be arranged, but ideally before 13 June 2022.