



PART-TIME NIGHT SHELTER MANAGER JOBDESCRIPTION AND PERSON SPECIFICATION

Reports to: Director of Hackney Doorways
Hours of work: 22.5 hours per week (preferably worked over 4 or 5 days)
Salary Range: £28-32,000 pro rata
Annual leave: 25 days plus bank holidays (pro rata)
Based at: Office in Clapton
Some evening and weekend work may be required.

PURPOSE OF THE ROLE

To take the charity to the next level in volunteer and venue management. In particular, to focus on operational improvement and volunteer and coordinator management. To ensure that Hackney Winter Night Shelter continues to offer an effective emergency accommodation service that is centred on the needs of guests experiencing homelessness. This includes: recruiting, training coordinators and volunteers, working with shelters to establish and ensure clear ways of working, consistency and quality of service and shelter logistics.

Context

Hackney Doorways and Hackney Winter Night Shelter is entering a new stage in its development and the post-holder is expected to be a key part of this change.

Currently, Hackney Winter Night Shelter opens in November and closes at the end of March. During the out of season months, the Shelter Manager will be responsible for closedown of the winter shelter, as well as planning and preparation for the coming season.

Hackney Doorways' is opening a new all year round women's shelter and the Shelter Manager will be responsible for the coordination of volunteers and various other duties relating to the women's shelter. This project is being piloted for 12 months, initially.

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, particularly during the summer months.

Key responsibilities and duties

Shelter volunteers

- Develop recruitment processes and be responsible for the recruitment of volunteers, ensuring each venue has enough coordinators and volunteers to operate safely
- Plan, organise and contribute to regular training sessions for volunteers and coordinators
- Keep up to date records and contact details of coordinators and volunteers, complying with GDPR at all times
- Ensure that all coordinators are DBS checked
- Work with coordinators to ensure that coordinator and volunteer agreements are signed
- Alongside the Charity Director, review the current shelter volunteer and coordinator operating model
- Ensure clear points of contact for each Shelter venue, clarity of roles and channels of communication and relationship to staff. Includes review of core group – composition, role and function
- Provide support to Volunteer Coordinators in their roles, including how to manage volunteers, briefing and debriefing and best practice
- Support Volunteer Coordinators where there may be issues or concerns relating to volunteers, and ensure all volunteer processes such as complaints and dismissal are effective
- Manage and monitor the use and engagement of volunteers across the charity and ensure volunteer service standards are met
- Respond to a wide range of enquiries from coordinators and volunteers
- Produce regular volunteer newsletter and supervise all internal communications to volunteers
- Carry out an annual volunteer survey
- Work with the Director to develop strategies to increase volunteer diversity
- Provide regular reports on volunteer numbers, attendance at training etc. to Director
- Contribute to the development of the organisation and its work, in particular identifying new volunteer roles within the charity (e.g. Volunteer Ambassadors)

Shelter Venues

- Secure appropriate venues for the winter period, including new venues which could include churches, schools, mosques, community centres or other sites. This includes negotiating clear agreements with regard to costs, equipment and quality assurance
- Liaise with and maintain good working relationships with shelter venue management and owners.
- Conduct a professional assessment of venues for their suitability, including carrying out or arranging for health and safety and fire risk assessments.
- Ensure that shelter locations are well-planned logistically, are accessible for guests and volunteers (including those with disabilities), that main and dormitory venues are in close proximity to each other wherever possible, and can cater for guests with specific dietary or religious needs
- Arrange value for money transport for guests between venues when there is more than one venue operating

Shelter equipment and supplies

- Identify equipment needed and ensure this is effectively managed and budgeted throughout the season, arranging for purchase as necessary
- Establish and oversee clear storage and stocktaking procedures and ensure these are understood and followed by all coordinators and volunteers - keeping and managing an up to date inventory
- Ensure policy for storage and retrieval of any guest items kept at the storage facility is managed effectively

Shelter Guests

- Work closely with the Advocate Workers and Volunteer Coordinators to ensure the safety and wellbeing of guests at all times and quality and consistency of service
- Ensure guests needs are met in shelter accommodation as far as is possible and that shelter arrangements are guest-centred
- Develop methods of obtaining and evaluating regular feedback from guests on their needs and evaluation of shelter and using this to improve service delivery to guests.

Finance

- Work with the Charity Director to establish clear expenditure and expenses policy and ensure this is understood and upheld. Oversee and monitor claims for shelter expenses, record, file and submit for reimbursement.
- Keep accurate records of purchases and other shelter expenditure according to Hackney Doorways financial procedures and ensure these remain within budget
- Monitor overall shelter expenditure and ensure in-line with agreed protocols, reporting to the Director
- Arrange for payment of heating grants to shelter venues and maintain accurate records

Office administration

- To be responsible for office administration, including managing stationery stocks and supplies, answering telephone calls and emails
- Develop administrative and IT systems to ensure that the charity operates efficiently

Other

- Review and update coordinator and volunteer handbooks, and distribute once a year
- Ensure that policies and procedures and any changes are disseminated to volunteers and venues
- Contribute to communications work promoting the work of the night shelter and volunteering through social media, HWNS website, attending relevant events or arranging for volunteers to attend events such as summer fairs or community events.
- Occasionally represent the charity at external events
- Assist the volunteer events team in a practical way with fundraising and awareness raising events throughout the year
- Keep up to date with UK law around volunteering and make recommendations for improvement as necessary

PERSON SPECIFICATION

Qualifications and experience

A good standard of education

At least two years, experience of working in a charity in a management or supervisory role

Experience of working with and managing/supervising people

Experience of volunteering or working with vulnerable people (desirable)

Skills and knowledge

Exceptional planning and organisational skills

Ability to manage multiple tasks and manage time effectively

Project management experience (desirable)

Excellent communication skills (written and verbal) with the ability to work with volunteers and people from all walks of life

Sound problem solving and decision making

Good administrative abilities

Ability to keep accurate statistical and financial records

Excellent IT skills (MS Office, including Word and Excel)

Awareness of and an interest in homelessness

Knowledge of different aspects of guest and volunteer safety – safeguarding, fire safety, food hygiene

Up to date knowledge of legislation relating to volunteering

Up to date knowledge of GDPR is desirable

A commitment to Equality and Diversity

Closing date for applications: 30 June 2019

To apply:

Please send your CV and a supporting statement telling us why you are interested in the role and how you meet the person specification.

Send your completed application by email to:

Christina@hwns.org.uk

Or by post to:

Christina Ball
Acting Director
Hackney Doorways
Room 1, Old School Rooms
Round Chapel
2 Powerscroft Road
London E5 0PU

Provisional Interview dates:

Monday 8th, Tuesday 9th and Wednesday 10th July