

LOCUM/BANK PROJECT WORKER JOB DESCRIPTION AND PERSON SPECIFICATION

Reports to:	Advocate Worker / Shelter Manager
Hours of work	Cover for Contracted Staff (e.g. Holiday or sickness absence cover) Variety combinations of day and overnight shifts as required
Salary	£11 per hour
Based at:	Stoke Newington

PURPOSE OF THE ROLE

The Locum/Bank project worker will be responsible for ensuring the safety and wellbeing of our night shelter guests. They will also be responsible for building security. Overnight lone working waking hour shifts are from 9.30pm to 8.30am with one hour paid break.

Context

Hackney Winter Night Shelter has been operating in Hackney for 25 years. Until 2020, we used a number of different church venues with a “roving shelter” model. This winter in response to the coronavirus pandemic, we are having to adapt our service to meet the needs of homeless rough sleepers in a single venue, offering a more secure and safe space, where most can have a single room.

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

Guest-related

- Responsible for the welfare and safety of night shelter guests.
- To respond to any guest welfare needs particularly relating to health and wellbeing through the night.
- To ensure that guests receive a welcoming and inclusive service.
- Respond appropriately to any anti-social behaviour, emergencies, incidents or disruption in the building.
- Contact and liaise with emergency services if necessary.
- To work closely with the Advocate worker, Shelter manager, Project Coordinator and volunteers to provide an efficient and effective service.
- Provide support and advice as needed, refer any issues to staff and other professionals for support where required.
- Provide clear and concise handovers ensuring risk information takes priority.
- Ensure that guests adhere to their agreement which may involve excluding guests who breach their conditions of stay.
- Maintain accurate records.

Building related

- Ensure that the building is locked and secure overnight. Carry out regular security checks at intervals.
- To carry out relevant health and safety checks and reporting any issues for follow up to the Shelter Manager.
- Maintain accurate records.

Cleaning, maintenance

- Support with building and room maintenance as necessary, including some cleaning and practical duties.
- Comply with all Legal and Health and Safety requirements.
- Ensure services are delivered to agreed standards and good practice protocols.
- Participate in training, supervision and team meetings.

General

Maintain an in-depth and up to date knowledge of all Hackney Doorways' practices, policies and procedures, including safeguarding of vulnerable adults.

Participate in training, supervision and team meetings.

Represent Hackney Doorways in a professional manner at all times.

DBS and references

Appointment will be subject to the receipt of satisfactory references and an Enhanced DBS check.

PERSON SPECIFICATION

	Essential	Desirable
QUALIFICATIONS AND EXPERIENCE		
A good standard of education	x	
Experience of working in the voluntary sector		x
Health and Safety knowledge or experience		x
First Aid Certificate		x
SKILLS		
Excellent interpersonal skills, including an ability to work with guests and teams of volunteers	x	
Ability to maintain confidentiality and appropriate professional boundaries	x	
Ability to complete paperwork and records accurately	x	
Computer literacy with experience of using Microsoft Office	x	
KNOWLEDGE AND UNDERSTANDING		
Understanding of and empathy with the needs of marginalised and vulnerable people	x	
An understanding of and commitment to equality, diversity and anti-discriminatory practice	x	
OTHER		
Commitment to the vision and values of the charity	x	