



Molesey Churches Night Shelter

Job Title: Support Worker

Responsible to: Night Shelter Co-ordinator

Responsible for: Night Shelter Workers, Volunteers

Location: West Molesey

Hours: 20 hours per week, mostly evenings, some weekends

Salary: £26,000 (pro rata)

Duration: Fixed term contract starting 1st October 2020 to 1st October 2021 (subject to funding)

JOB PURPOSE:

Ensuring the smooth running of the shelter by setting the culture and managing the shift workers.

Providing training sessions for potential volunteers and staff.

Liaise with Elmbridge Rentstart and work with clients in order to help them move on.

MAIN RESPONSIBILITIES

- Presence at the night shelter throughout the week.
- Manage the immediate support needs of clients where needed, providing crisis intervention if necessary.
- Work with clients within and outside the hours of the night shelter, setting goals with them.
- Liaise with the outreach team at Elmbridge Rentstart to provide a connected and continued support of clients.
- Support all colleagues in diffusing difficult and/or dangerous situations and seek outside assistance if necessary.

- Ensure that guests adhere to the boundaries and respect the rules of the shelter; be able to challenge in an assertive, yet sympathetic way, any disruptive and/or unacceptable behaviour, doing so in a manner that balances the needs of the individual alongside the safety of the service.
- Have an understanding of the needs of both the staff, guests and volunteers, working in an empathetic and flexible manner using assessment and evaluation skills.
- Be on-call for queries or issues that arise during shelter opening
- Managing

PROBLEM SOLVING

- Consider the best approach to dealing with emergencies at the shelter.
- In consultation with the Night Shelter Co-ordinator, consider appropriate responses to complaints.

DECISION MAKING

- Make decisions in emergency situations in line with procedures that are set out.
- Delegating responsibilities to shift workers, including instructions to delegate further to volunteers.

SIGNPOSTING

- Liaise with Rentstart to source and arrange provision of health and wellbeing services for night shelter period and ensure police are well-informed
- Explore provision of additional services (e.g. hairdresser, massage, etc), arrange delivery, and ensure appropriate briefing is provided
- Link guests in with the provision of any daytime activities taking place in the community
Publicity/Liaison with local partners

RESOURCES

- Log location, number and condition of existing resources (campbeds, sleeping bags etc)
- Source additional resources and keep a record of what's needed. Field offers of donations.
- Arrange delivery to/collection of resources for venues.
- Decide where to store resources during intervening periods and organise.
- Ensure shelter venues have the resources that they need.

OTHER REQUIREMENTS

- To facilitate an environment that is safe and friendly for vulnerable people dealing with trauma and other mental health needs.
- To ensure safeguarding practices are maintained to a level beyond reproach among shift workers and volunteers.

- To ensure acceptable standards of hygiene are maintained, especially in relation to the serving of food.
- To ensure that all areas excluded from service user are kept locked at all times.
- To develop an understanding and knowledge of the organisation and the variety of services provided.
- To undertake any other duties, as directed by the line manager, that may reasonably fall within the scope of the post.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- To be a good team player and work constructively with staff, volunteers and colleagues
- To maintain a professional approach to all communications with external agencies

PERSONAL SPECIFICATION

QUALITIES	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Can demonstrate previous experience of providing support to vulnerable people (e.g. via volunteering or care to family members).</p> <p>Demonstratable experience working within good safeguarding practise.</p> <p>Experience of working in a team.</p> <p>Experience of working with volunteers.</p>	<p>Experience of working with homeless or other vulnerable people and providing relevant interventions.</p> <p>Relevant experience of supporting people to achieve their goals.</p> <p>Experience line managing people.</p> <p>Experience working in partnership with other organisations.</p>
SKILLS	<p>Can demonstrate empathy whilst maintaining healthy boundaries.</p> <p>Able to be flexible in their approach to communication with a wide range of people.</p> <p>Confidence to cope with challenging behaviour/resistance in others.</p> <p>Can think about individuals' situations and ways of helping them to move forwards.</p>	<p>Drives a car.</p> <p>Competent numeracy to assist clients with their budgets and literacy/English language – needed to make file notes/support plans and read other documentation.</p>

	Able to stay on top of emails and quickly make electronic notes.	
KNOWLEDGE & VALUES	<p>Commitment to promoting independent living.</p> <p>Values diversity and difference, and able to treat all clients equally.</p> <p>Knowledge of how homelessness impacts people's lives and support interventions (e.g. challenges and threats experienced).</p> <p>Willing to work flexibly dependent on emerging client needs.</p>	Awareness that people learn in different ways.

QUALIFICATIONS: No formal qualifications are required for this role.

Safeguarding training relevant to the role will be required for the postholder.