



## JOB DESCRIPTION

TITLE:	Basildon Emergency Night Shelter (BENS) Project Coordinator
EMPLOYER:	Basildon Billericay & Wickford Council for Voluntary Service (BBWCVS)
LOCATION:	Based at the George Hurd Centre, Audley Way, Basildon
HOURS:	20 hrs/wk variable including evening and weekends.
SALARY:	£11.50 Fixed term until 30 <sup>st</sup> April 2018
LINE MANAGEMENT:	Day to day line management will be undertaken by the Chief Officer of BBWCVS; Strategic direction and work programme will be agreed and overseen by the Basildon Homelessness Working Group

## MAIN DUTIES AND RESPONSIBILITIES

- To organise and coordinate the operational delivery of the Basildon Emergency Night Shelter (BENS) project
- To provide a public face of the project and ensure that meetings are effectively serviced. This will include representing BENS locally and regionally to organisations as agreed with the Chair in consultation with the Homelessness Working Group

### Service Delivery

- To ensure that the shelters are run effectively at all times. This will include ensuring referrals for clients are managed efficiently, effectively and promptly.
- To work with referral agencies and shelter teams and guests to ensure that the shelters meet the needs of its guests
- To strive to attain the Housing Justice quality mark for night shelters to benchmark service standards and incorporate best practice in our work
- Agree and monitor site procedures at each venue with waking night session Team Leaders
- Undertake project risk assessments including operational risks, legal and compliance issues and organisational and governance risks
- Purchase and manage project resources/equipment including managing laundry, venue keys and first aid kits.
- Develop and maintain venue information sheets including sessional responsibilities

- Undertake promotional and marketing of the shelters including attending relevant stakeholder meetings
- Maintain the project petty cash float
  - Reconcile petty cash on a weekly basis
  - Receipts for purchase
  - Report and update the CVS finance officer on a periodic basis

### **Partnership Working**

- Maintain strong relationships with churches, volunteers and key partners such as Basildon Council and referral agencies. This will include ongoing liaison with venues.
- Work with providers to support effective referral pathways pre and post night visits in conjunction with night shift team leaders.
- Disseminate information about the shelter project to referral agencies and centres

### **Staff and Volunteer Management**

- Keep under review the duties and roles for waking night session coordinators
- Support and supervise the project night workers including overseeing/monitoring night session rotas
- Oversee the recruitment and support the team of project volunteers
- Devise and implement a volunteer training programme
- Ensure the effective implementation of the services safeguarding monitoring policy and practice
- Liaise with night workers post shift checking shift issues, and ensuring continuity with subsequent shifts

### **Project Delivery**

- Ensure accurate record keeping in line with confidentiality and data protection policies
- Provide periodic statistics updates and case studies to the HWG/Chair ensuring any issues or problems are notified to the Chair/CEO promptly
- To track progress against targets and report on a periodic basis to the project team, Chief Officer, project steering group and CVS Board
- Provide project reports to funders and HWG as required
- At the conclusion of the project collect feedback forms from clients/volunteers and other providers
- Prepare a written report detailing the operational analysis of the demographics, levels of need and any outcomes for guests

## Other

- Organise a post-shelter celebration event
- Attend BBWCVS internal meetings as appropriate.
- Attend supervision and probation meetings with the BBWCVS Chief Officer.
- Comply with BBWCVS' equal opportunities policy, health and safety and safeguarding requirements
- Carry out other reasonable tasks consistent with the grading and level of the Post

Undertake additional tasks consistent with the post under the guidance of the Chief Officer and Basildon Homelessness Working Group

Developed: 30 August 2017  
Reviewed by HWG 18 September 2017:  
Reviewed by CVS Chair/Vice Chair on behalf of Trustees: 21 September 2017

## Person Specification

	<b>Essential</b>	<b>Desirable</b>	<b>Shown by</b>
<b>Experience of</b>	<ul style="list-style-type: none"> <li>▪ A minimum of two years' experience of working in the voluntary sector and, ideally, organisations in the field of homelessness</li> <li>▪ Experience of working in partnership with other organisations to deliver a project/service</li> <li>▪ Experience of leading or working with teams of volunteers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience and understanding of working with homeless people and vulnerable adults</li> <li>▪ Experience of reporting to Boards/Partnership both verbally and in writing</li> </ul>	Application form and interview
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Proven interpersonal skills, including an ability to ensure commitment and enthusiasm from volunteers</li> <li>▪ Proven administrative skills, including good written and oral communication, and good computer literacy</li> <li>▪ Excellent time management and organisational skills including the ability to prioritise effectively</li> </ul>		Application form and interview
<b>Ability</b>	<ul style="list-style-type: none"> <li>▪ Ability to be punctual and reliable</li> <li>▪ Ability to take initiative and work unsupervised</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to undertake service risk assessments</li> </ul>	Application form and interview
<b>Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>▪ Understanding of Data Protection and ability to handle sensitive personal information</li> <li>▪ Knowledge of good practice regarding safeguarding requirements in relation to vulnerable adults</li> </ul>		Application form and interview
<b>Attitude and Personal Attributes</b>	<ul style="list-style-type: none"> <li>▪ Understanding and compassion for those without home, hope and help</li> </ul> <p>Understanding of the needs of marginalised people</p>		Application form and interview

