

Basildon Emergency Night Shelter (BENS) Applicant Briefing Note

Introduction

We are recruiting for the position of the BENS project coordinator. The aim of the post will be to set up and ensure the smooth running of the Basildon Emergency Night Shelter provision in Basildon.

The Shelter Coordinator will report to the Homelessness Working Group and will be given a nominated line manager. The post will be hosted at Basildon CVS, who will act as the employer.

As this is the projects second year, you will not be required to set the service up from scratch. Instead you will inherit established venues with a history of delivery, a collection of procedural documents based on good practice, and a supportive project steering group. We are keen to build on the success of the previous year.

Last year the scheme provided 52 people with shelter, with the longest-staying guest staying for 33 nights. The average stay was six or seven nights. This provision was supported by a team of 66 volunteers who provided additional support during the night sessions.

In addition to the team of volunteers you will be supported by a team of 5 night time volunteer coordinators and a night time cover provider.¹

Details of the first year of service can be found on the project annual report, which can be found in the pack.

The service

This winter we will be working with five venues to provide shelter provision. They are:

- The United Reform Church
- The Trinity Methodist Church
- The Holy Trinity Catholic Church
- Swan Mead Christian Fellowship
- The Salvation Army

Coordinator Role

The key role of the coordinator will be to organise and coordinate the operational delivery of the shelters. We expect you to be present and visible at all shelters for every night during the first week and regularly thereafter according to venue needs.

In delivering this the provision, you will need to continue to build upon on our strong relationships with churches, volunteers, as well as our key partners such as Basildon Council, referral agencies, the probation service and housing justice.

This will include maintaining links with the venues. This maybe done in a number of ways but we expect it to include arranging meetings with the coordinators of the participating shelter venues and ensuring that guidelines, policies and procedures are in place and understood by each coordinator.

The Night Shelter Coordinator will have a direct interface with the coordinators of the individual centres. The volunteers at each centre are the direct responsibility of each centre coordinator.

¹ The BENS structure chart is attached

Other roles

To operate effectively the shelters will require a team of volunteers, team leaders. The coordinator will be responsible for organising volunteer training during the shelter opening as well as undertaking any necessary inductions. In representing the shelter project you will be required to engender enthusiasm and commitment from venues and volunteers.

The Housing Justice Night Shelter Quality Mark (HJQM)

The HJQM has arisen from the desire to have a recognisable system demonstrating best practice. The Coordinator will also be tasked with achieving the quality mark. It may be met at one of two standards: Safe Practice or Excellent Practice.

Our aspiration will be to achieve this during the winter. A Shelter in a pack guide is available to assist with this plan. Support will also be available from Housing Justice as we will be working towards the quality mark.

Candidate Briefing Note

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