



Basildon, Billericay & Wickford | CVS

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 Hours ¹
SALARY:	£11.50
LINE MANAGEMENT:	Day to day line management will be undertaken by the Chair of the Basildon Homelessness Working Group; in their absence the Chief Officer of the CVS will undertake line management

MAIN DUTIES AND RESPONSIBILITIES

- To coordinate the delivery of the Basildon Emergency Night Shelter (BENS) project and be responsible for the effective operation of the service
- To undertake additional tasks consistent with the post under the guidance of the Chair of the Basildon Homelessness Working Group

Project leadership and mobilisation

- Adopt and monitor site procedures at each venue with Team Leaders and persons awake at night in accordance with Housing Justice quality mark service standards incorporating best practice in our work
- To organise and update all paperwork, documents and computer-based information relating to the BENS project in consultation with the BENS Chair
- Review and update the Volunteer Handbook as required in consultation with Chair of Homeless Working Group & CVS Chief Officer
- 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 liaison and engagement with venues/hosts
- Undertake promotional and marketing of the shelters including attending relevant stakeholder meetings

¹ This is a maximum. Some flexibility will be required. This is an addition

Stakeholder Engagement

- Work with providers to support effective referral pathways pre & post night shelter opening
- Attend regional meetings of Housing Justice
- Attend and report on project progress to BENS operational working group; Basildon Homeless Working Group; Rough Sleeper initiative steering group as required
- Liaise and develop effective working relationships with project partners, venues and providers including St Mungo's, Basildon Council
- Liaise and convene periodic meetings with venue hosts

Coordinate and manage the team of night shelter staff and volunteers

- Support, supervise the project night workers including
- Oversee and monitor rotas. This will include drawing up an rota of volunteers ensuring full coverage (to be completed one month in advance)
- Oversee the recruitment and support of the team of project volunteers ensuring suitable references are provided
- To devise and implement a project training programme for staff and volunteers
- Arrange periodic Team Leader meetings
- Record staff hours worked on a periodic basis and liaise monthly with the CVS Finance Officer to ensure the timely payment of wages.
- Line manage and supervise project administrative assistant.

Shelter operation and management

- Receive calls from Team Leaders, police and referral agencies where necessary during shifts
- Liaise with Team Leaders and night workers checking shift issues, ensuring continuity with subsequent shifts. This will include reviewing and acting on any actions recorded on handover sheets.
- To put in place effective monitoring and reporting arrangements ensuring data is captured in a consistent and systematic way
- To track progress against targets and report on a periodic basis to the project team, Chief Officer, Homeless Working Group and CVS Board. This will be under the guidance of the CVS Chief Officer
- Make decisions, in consultation with the Chair of Homeless Working Group, on banning orders, warnings and implement suitable actions
- Liaise with Team leaders each evening to advise on guest allocation

- Oversee taking of list of guests for shelter whilst at Project on Mondays
- Undertaken periodic visit to shelter
- Answer the BENS telephone, e-mail and in-person enquiries as required
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- Attend the venues in the event of any serious incidents

Communications

- Lead on the development of publicity, promotional and other information items as required. This will include the development of the projects electronic presence including Facebook.
- To lead with on-going engagement and communications with a wide mix of people including guests and stakeholders. This will include attending a range of external events as required.
- Author periodic stakeholder and volunteer news bulletins and oversee effective communication of behalf of the project
- Draft BENS project Annual report in consultation with the CVS Chief Officer and Chair

Other

- Organise a post shelter volunteer celebration event and annual review meeting
- To attend BBWCVS internal meetings as appropriate.
- Attend regular meetings with Chair of Homeless Working Group and Chief Officer of CVS
- To attend supervision and probation meetings with the BBWCVS Chief Officer.
- To comply with BBWCVS' equal opportunities policy, health and safety and safeguarding requirements
- To carry out other reasonable tasks consistent with the grading and level of the post

Developed: 19 August 2019

Reviewed by HWG chair:

Reviewed by CVS Chair/Vice Chair on behalf of Trustees:

Project Coordinator - Person Specification

	Essential	Desirable	Shown by
Experience of	<ul style="list-style-type: none"> ▪ A minimum of two years' experience of working in the voluntary sector and, ideally with organisations in the field of homelessness ▪ Experience of working in partnership with other organisations to deliver a project/service ▪ Experience of leading or working with teams of volunteers ▪ Project Management experience ▪ Staff/Volunteer management and supervisory experience 	<ul style="list-style-type: none"> ▪ Experience and understanding of working with homeless people and vulnerable adults 	Application form and interview
Skills	<ul style="list-style-type: none"> ▪ Proven interpersonal skills, including an ability to ensure commitment and enthusiasm from volunteers ▪ Excellent time management and organisational skills including the ability to prioritise effectively 		Application form and interview
Ability	<ul style="list-style-type: none"> ▪ Ability to be punctual and reliable ▪ Ability to take initiative and work unsupervised 	<ul style="list-style-type: none"> ▪ Ability to undertake service risk assessments 	Application form and interview
Knowledge and Understanding	<ul style="list-style-type: none"> ▪ Understanding of Data Protection and ability to handle sensitive personal information ▪ Knowledge of good practice regarding safeguarding requirements in relation to vulnerable adults 		Application form and interview
Attitude and Personal Attributes	<ul style="list-style-type: none"> ▪ Understanding and compassion for those without home, hope and help ▪ Understanding of the needs of marginalised people ▪ Willingness to work anti-social hours and weekends as required. 		Application form and interview

