

**Overnight Project Workers – Team Leader:**

£11p/h 1-4 shifts per week.

Fixed Term Contract: End November 2019 to 31st March 2020 – Start date to be confirmed based on training needs

Derby City Mission is an independent charity recruiting a team of Overnight Project Workers for Derby Churches night shelter project (for males and females), which will run from 1st December – 31 March. We believe in providing a high quality service to our homeless guests based on a Christian Ethos of Love & Compassion - many of whom have a range of support needs, such as alcohol dependency and mental health issues.

Our shelter runs from 7 different church venues, one location every night of the week, including Christmas week, over the duration of the City’s winter provision period.

As part of the team, you will be responsible for ensuring the security and safety of all guests in the shelter through the night from 9.45pm-8am when the hope is that our homeless guests will get a good night’s sleep. You will be taking over from the volunteer team who will have been supporting the guests from 8pm and ensuring that all project activities meet health and safety and DCM’s requirements. ***You must remain awake and alert throughout the night*** and respond appropriately to any situations or emergencies that may occur, for which you will have had training to handle. The shelters house 35 people each night – though more may be accommodated if the weather is exceptionally cold. You will be expected to take part in regular checks throughout the night. Assisting the team leader where required to gather relevant information, encourage guests and signpost them to find a more permanent solution to their homelessness. You will also be expected to offer prayer and pastoral support where appropriate to guests as we have seen this makes a real difference to those staying with us. The duty Project Workers are responsible for ensuring that everyone leaves each venue by 8am and premises are left in a clean and tidy state and locked securely.

You will receive supervision and the opportunity to attend training sessions.

We are looking for passionate, confident and empathetic people to join our overnight team, to be part of something new, exciting and innovative here in Derby, helping us to relieve poverty and discrimination amongst street homeless people of Derby. We work hard to develop an atmosphere of peace and calm during the evening volunteer shift; it is essential that this atmosphere is maintained through the night.

**Job Description:**

1. The overnight operations of our night shelter project which accommodates 35 people per night (increasing to maximum 50 during exceptionally cold nights).
2. Overall responsibility for monitoring guest welfare throughout the night and responding to any situations that arise including following the Emergency Procedure when needed. You will be the first person responding to any issues arising during the night.
3. Assisting the Project Manager (Line Manager) by ensuring that volunteer Guest Support feedback is input onto the management system and all other admin is completed.
4. Gathering relevant information, encouraging guests and signposting guests to find them a more permanent solution, accountable to and liaising with your line manager, the Project Manager when making decisions.
5. Maintaining good, positive relationships with shelter guests and volunteers.
6. Ensuring all of the projects aims and objectives that are based on a Christian Ethos are fulfilled.
7. Following best practice procedures for the security and safety of the guests and volunteers.
8. Should the circumstances require it, to administer personal care to guests
9. Ultimate responsibility for ensuring the security of the venue is maintained to the highest possible standard at all times
10. Following health and safety requirements, including food hygiene standards.
11. Ultimate responsibility for ensuring that all the guests leave promptly in the morning and that the venue is secure and in suitable condition for daytime activities.
12. Maintaining good communication with the Project Manager, Volunteer Co-ordinators at each venue, Management team and any external partners you are in contact with - communicating regularly to report on progress and concerns.
13. Some manual handling will be involved when loading and unloading the van.
14. Undertaking any other duties to aid the good running of the project, as required by the Project Manager/Management Team.

**Person Specification:**

**Essential**

* Please note this post has a genuine operational requirement for the applicant to be a committed Christian
* You will have a robust prayer life, be a part of a local Church and able to provide a Pastoral Reference
* Passionate and empathetic to supporting our guests who face complex and difficult situations
* Commitment to providing an excellent service and to interact with shelter guests in a positive and respectful manner
* Experience of working with homeless people or other vulnerable adults
* Ability to work as part of a team and be a supportive team member
* Confidence to deal with challenging behaviour
* Excellent communications skills
* Willingness to work anti-social hours (9.45pm till 8am) including weekends and bank holidays
* Ability to adhere to and implement Health & Safety, personnel and operational policies
* Understanding of and commitment to Equal Opportunities

**Desirable**

* Understanding of issues facing homeless people
* Experience of working in a voluntary organisation
* Driving licence
* Relevant training certificates (1st Aid, Health & Safety, Fire Safety)



**Overnight Project Workers – Support Worker/Bank Staff:**

£9.50p/h 0-4 shifts per week.

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