# **Safe Space Team Leader**

**Introduction to the role**

Derby City Mission is an independent charity recruiting a team of workers for ‘Safe Space’, which is a new initiative providing a place where we will welcome a cohort of ‘known’ entrenched rough sleepers and encourage engagement to address the causes of their homelessness and seek positive change. We believe in providing a high quality service to our homeless guests, many of whom have a range of support needs such as alcohol/drug dependency and mental health issues, based on a Christian ethos of love and compassion. **You will be expected to stay awake throughout your shift when working overnight.**  
  
Safe space will operate from one central location 7 days a week, 24 hours a day covered by various shift rotations and, as Derby City Mission employees, you will be working in partnership with three other key agencies in the city who also value this vulnerable people group.

**Job Description:**

The Team Leader is **accountable** for:

1. The overall operations of our Safe Space project which accommodates up to 12 guests during the day and up to 8 guests per night.
2. Overall monitoring of guest welfare throughout the shift and responding to any situations that arise including following emergency procedures and enforcing processes such as the exclusion policy.
3. Gathering relevant guest information and background, encouraging and signposting them to find a more permanent solution. You will be the accountable person on shift responding to any issues arising during the shift.
4. Overall maintenance and completion of any paperwork/updating of guest files on paper and/or computer.
5. Maintaining good, positive relationships with guests, volunteers and other key workers on shift.
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. Overall responsibility for ensuring the health and safety and security of the venue is maintained to the highest possible standard at all times, addressing any breaches and enforcing rules.
9. Following health and safety requirements, including food hygiene standards.
10. Overall accountability for ensuring that the venue is in a suitable condition for activities taking place during the next shift including monitoring and addressing the cleanliness of communal areas, kitchens and bathrooms.
11. Maintaining good communication with your Project Manager, Management team (internal partners) and any external partners you are in contact with - communicating regularly to report on progress and concerns.
12. Undertaking any other duties to aid the good running of the project, as required by your Safe Space Project Manager or Safe Space Management Team.

**Person Specification:**

**Essential**

* Please note this post has a genuine operational requirement for the applicant to be a committed Christian. The applicant must be able to demonstrate how their beliefs and conduct align with the Evangelical Alliance’s Statement of Faith and Derby City Mission’s Mission Statement and Values.
* Provision of 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 guests in a positive and respectful manner.
* At least 1 years’ experience of working with homeless people or other vulnerable adults.
* Ability to work as part of a team and be a supportive team member.
* The ability to motivate a small team in a potentially stressful situation and address any staffing concerns.
* Confidence to deal with challenging behaviour.
* Excellent communications skills and computer literacy. Able to use MS office, CRM and database packages.
* Willingness to work anti-social hours including weekends and bank holidays.
* Willingness to undergo initial (w/c 25th February 2019) and ongoing training for this role.
* Ability to adhere to and implement Health & Safety, personnel and operational policies.
* Understanding of and commitment to Equal Opportunities. Irrespective of your personal beliefs, you will be expected to equally and consistently support all guests, colleagues and volunteers, regardless of their choice of faith, culture, sexual orientation, gender as well as ethnicity, disability or age.

**Desirable**

* Understanding of issues facing homeless people
* Experience of working in a voluntary organisation
* First Aid qualifications
* Driving licence.

**Pay and working hours:**

* The hourly rate will be £10.00-£11.00 per hour depending on experience
* This is a 1 year fixed-term position (1st April 2019-31st March 2020)
* The shifts are as follows, Monday to Sunday 7:30 am to 3:30 pm, 3:00 pm to 10:30 pm, and 10:00 pm to 8:00 am. The timings of these require some flexibility and can be discussed further at interview.
* Derby City Mission will pay costs of agreed training.

# **Safe Space Support Worker**

**Introduction to the role**

Derby City Mission is an independent charity recruiting a team of workers for ‘Safe Space’, which is a new initiative providing a place where we will welcome a cohort of ‘known’ entrenched rough sleepers and encourage engagement to address the causes of their homelessness and seek positive change. We believe in providing a high quality service to our homeless guests, many of whom have a range of support needs such as alcohol/drug dependency and mental health issues, based on a Christian ethos of love and compassion. **You will be expected to stay awake throughout your shift when working overnight.**  
  
Safe space will operate from one central location 7 days a week, 24 hours a day covered by various shift rotations and, as Derby City Mission employees, you will be working in partnership with two other key agencies in the city who also value this vulnerable people group.

**Job Description:**

The Support Worker is responsible for:

1. The operations of our Safe Space project which accommodates up to 12 guests during the day and up to 8 guests per night.
2. Monitoring guest welfare throughout the night and assisting the Team Leader in responding to any situations that arise including following emergency procedures and enforcing processes such as exclusion policy.
3. Gathering relevant guest information and background, encouraging and signposting them to find a more permanent solution. You will be on hand to assist the Team Leader in responding to any issues arising during the night.
4. Assisting the Team Leader in completion of any paperwork/updating of guest files on paper and/or computer.
5. Maintaining good, positive relationships with guests and other key workers on shift.
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 members of the team.
8. Reporting any health and safety breaches or issues to the Team Leader ensuring the security of the venue is maintained to the highest possible standard at all times.
9. Following health and safety requirements, including food hygiene standards.
10. Responsibility for ensuring that the venue is in a suitable condition for activities taking place during the next shift including monitoring and addressing the cleanliness of communal areas, kitchens and bathrooms.
11. Maintaining good communication with your Team Leader, Project Manager, Management team (internal partners) and any external partners you are in contact with - communicating regularly to report on progress and concerns.
12. Undertaking any other duties to aid the good running of the project, as required by your Team Leader, Safe Space Project Manager or Safe Space Management Team.

**Person Specification:**

**Essential**

* The applicant must be able to demonstrate how their beliefs and conduct align with the Evangelical Alliance’s Statement of Faith and Derby City Mission’s Mission Statement and Values.
* Provision of 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 guests in a positive and respectful manner.
* At least 1 years’ 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 and computer literacy. Able to use MS office, CRM and database packages.
* Willingness to work anti-social hours including weekends and bank holidays.
* Willingness to undergo initial (w/c 25th February 2019) and ongoing training for this role.
* Ability to adhere to and implement Health & Safety, personnel and operational policies.
* Understanding of and commitment to Equal Opportunities. Irrespective of your personal beliefs, you will be expected to equally and consistently support all guests, colleagues and volunteers, regardless of their choice of faith, culture, sexual orientation, gender as well as ethnicity, disability or age.

**Desirable**

* Understanding of issues facing homeless people
* Experience of working in a voluntary organisation
* First Aid qualifications
* Driving licence

**Pay and working hours:**

* The hourly rate will be in the range £8.50-£9.50 per hour depending on experience
* This is a 1 year fixed-term position (1st April 2019 – 31st March 2020)
* The shifts are as follows, Monday to Sunday 8:00 am to 3:00 pm,  3:00 pm to 10:00 pm, and 10:00 pm  to 8:00 am.
* The timings of these require some flexibility and can be discussed further at interview.
* Derby City Mission will pay costs of agreed training.