

# The Margins Project

Union Chapel Offices, 19b Compton Terrace, London N1 2UN

020 7704 9050 | margins@unionchapel.org.uk | www.unionchapel.org.uk



## JOB DESCRIPTION

Job Title	Winter Shelter Night Shift Leader
Line Manager:	Project Manager
Line Manager to:	Two Volunteers
Purpose of Job:	To manage the overnight operations of the Margin's Winter Shelter for up to 15 guests
Hours:	3 months fixed terms contract (3 <sup>rd</sup> January 2018 – 28 <sup>th</sup> March 2018) 1 shift (10 hrs) per week Wednesday 9pm to Thursday 7am
Salary:	£19,012.50 pro rata

## RUNNING OF NIGHT SERVICES

- Lead a handover meeting from the early evening team.
- Monitor guest welfare throughout the night and responding to any situations that arises.
- Maintain good, positive relationships with shelter guests.
- Respond to emergencies appropriately.
- Follow best practice procedures for the security and safety of the guests as per Caris's Safeguarding policy.
- Ensure the security of the building is maintained to the highest possible standard at all times.
- Record comments, or incident notes, in Caris's shelter network case book.
- Hand over to the morning team and assisting where necessary.

## VOLUNTEER MANAGEMENT

- Manage and delegate volunteers duties during the shift.
- Maintain good, positive relationships with volunteers.

This is a guide to the nature of the work required of the Winter Shelter Night Shift Leader. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and the line manager from time to time.

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### Person Specification

The successful candidate will have:

#### *Essential*

- Previous experience of working with vulnerable adults.
- Commitment to providing an excellent service and to interact with shelter guests in a positive and respectful manner.
- Good communications skills.
- Ability to work as part of a team and be a supportive team member.
- Empathetic approach to people in difficult situations.
- Confidence to deal with challenging behaviour.
- Willingness to work anti-social hours.

#### *Desirable*

- Understanding of wider issues facing homeless people.
- Relevant training certificates (1<sup>st</sup> Aid, Professional Boundary training).