



# Joint Shelter Coordinator Job Description and Personal Specification

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<b>Job Title:</b>	More Than a Shelter. Windsor – Joint Shelter Coordinator
<b>Location:</b>	Various Churches throughout Windsor
<b>Reporting to:</b>	Project Manager
<b>Responsible for:</b>	Volunteers and Guests
<b>Employed by:</b>	Windsor Christian Action Charity

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## PURPOSE OF THE JOB:

After a successful pilot at the beginning of 2019, **More Than a Shelter, MTaS**, will now operate every winter from mid- December to mid-March for 12 weeks. More Than a Shelter's mission is clear: Offering vulnerable people and their animals' temporary respite from rough sleeping, a warm bed, hot dinner, companionship and breakfast each day. MTaS is the only night shelter in Windsor. The shelter will take up to twelve guests each night, on the basis of referrals from selected other agencies operating according to strict criteria.

## KEY RESPONSIBILITIES:

1. To communicate and collaborate with the other Shelter Manager, ensuring that you are working in harmony, with cooperation and respect.
2. To provide a warm, welcoming, secure and supportive environment for guests.
3. To ensure guests' adherence to relevant **MTaS** standards.
4. To ensure adequate volunteer levels for each dinner, night and breakfast shifts.
5. To be alert to any problems identified by guests and to communicate these, and any other issues, to the Project Coordinator.
6. To implement all relevant **MTaS** policies and procedures (including our Equalities and Diversity policy, Complaints Procedure, Code of Conduct and Grievance policy).
7. To keep accurate and meaningful guest records and to keep a daily written log of any incidents.
8. To ensure that each venue is set up prior to the guests' arrival, with sufficient clean bed linen. Handovers are given at every shift to volunteers.



9. To ensure that each venue is vacated in a clean, undamaged and orderly state by 08:30hrs each morning. Used bed linen to be given to the nominated volunteer to be washed and returned for the following weeks guests.
10. To ensure if necessary the transportation of beds, bedding, personal belongings of guests, medicine boxes and food stuffs to the next venue.
11. To manage the volunteers on each evening, night and early morning shift.
12. To manage the catering staff on each evening and early morning shift.
13. To ensure that standards of Health & Safety and Food Hygiene are maintained.

### **GENERAL RESPONSIBILITIES:**

- To adhere to the **MTaS** Policies and Procedures at all times
- To cover for other members of the team as necessary
- To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- To undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- To attend and participate in team meetings and other meetings as required.
- To work effectively within a team/matrix environment and independently
- Work within the bounds of confidentiality.
- To communicate with tact and diplomacy with people at all levels and of diverse cultures

### **PERSON SPECIFICATION:**

#### **MTaS Joint Shelter Coordinator.**

We are keeping direct experience/knowledge requirements to a minimum. Apply by sending us your CV and covering letter, to demonstrate your capabilities in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

Please send your CV and covering letter to : Project Manager: Emilie Chana – [\*\*morethanashelter@outlook.com\*\*](mailto:morethanashelter@outlook.com)



**ESSENTIAL REQUIREMENTS:**

**Experience:**

1. Working with vulnerable and homeless people
2. Managing volunteers
3. Collaborating with agencies, charities and local organisations
4. Managing challenging behaviour and risk mitigation

**Skills, Knowledge and Abilities:**

1. Ability to deal with difficult situations in a high-pressure environment
2. Ability to work in a non-judgemental way
3. Ability to remain positive and committed
4. Knowledge of Health and Safety legislation

**The following are required of all shift roles with MTaS. However, you do not need to address these in your application.**

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, sleep-ins, and bank holidays
- Willingness to work flexibly in response to changing organisational requirements.

**Preferably applicants should be in possession of an enhanced DBS, we will obtain one if you don't have one.**

**In the selection and interview process, we will be assessing candidates against the following competencies:**

<p><b>Commitment and Client Focus</b></p> <p>Committed to and focused on the need and views of service users and other stakeholders.</p>	<ul style="list-style-type: none"> <li>• Commitment to MTaS values underpins all actions and decisions</li> <li>• Responds as speedily as possible to service user requests and promised actions</li> <li>• Treats all service users as individuals and takes a flexible and personalised approach to meeting their needs</li> <li>• Demonstrates commitment to continuous improvement of service delivery</li> <li>• Puts the individual and their specific needs and issues at the core of the development and delivery of services</li> <li>• Positively seeks to identify barriers to people from diverse backgrounds and seeks to overcome them</li> </ul>
<p><b>Leadership and Strategic Thinking</b></p> <p>Leads by example and maps out</p>	<p><i><b>For all staff</b></i></p> <ul style="list-style-type: none"> <li>• Motivational, positive and inspiring</li> <li>• Visible and accessible</li> <li>• Demonstrates active listening to ideas and issues raised by others and consistently responds to these</li> </ul>



<p>realistic step to achieve objectives, taking into account the bigger picture.</p>	<ul style="list-style-type: none"> <li>• Able to lead and engage people to have a vision and to achieve goals</li> <li>• Demonstrates honesty, integrity and fairness and in all conduct</li> <li>• Recognises and values achievements and the contributions of others</li> <li>• Thinks strategically: all plans and activities are informed by a clear grasp of the bigger picture</li> <li>• Makes prompt, clear decisions based on due consideration of risks</li> <li>• Is aware of the need to work in a cost-effective way</li> </ul>
<p><b>Relationships and Teamworking</b></p> <p>Develops and maintains positive relationships with a variety of people. Displays <b>self</b> awareness, integrity and respect in all relationships.</p>	<ul style="list-style-type: none"> <li>• Able to develop and sustain effective collaborative working relationships with others inside and outside MTaS.</li> <li>• Understands the need for team effort and contributes willingly</li> <li>• Communicate and collaborate with the other Joint Shelter Coordinator and the Project Manager.</li> <li>• Recognises personal responsibility to support others</li> <li>• Listens to and consults collaboratively with others</li> <li>• Maintains a positive outlook at work</li> <li>• Shows respect and sensitivity towards cultural and religious differences and actively promotes diversity, equality and inclusion.</li> <li>• Is assertive without being aggressive</li> <li>• Understands the impact of their own behaviour on others and is willing to adapt behaviour where necessary</li> <li>• <i>Responds positively to feedback and learns from it</i></li> <li>• <i>Brings disagreement into the open for discussion when appropriate</i></li> <li>• <i>Manages conflict proactively and effectively</i></li> <li>• <i>Relates well to people at all levels and makes an excellent personal impression on others</i></li> <li>• <i>Contributes regularly and effectively at meetings, remaining focused on the pertinent issues</i></li> </ul>
<p><b>Communication and Influencing</b></p> <p>Presents clear messages using a range of techniques. Appropriately influences others. Concise and persuasive with a range of audiences.</p>	<ul style="list-style-type: none"> <li>• Speaks clearly, fluently and credibly</li> <li>• Expresses opinions, information and key points of an argument clearly</li> <li>• Written work is clear, concise, and correct (spelling and grammar)</li> <li>• Structures written and oral communications to meet the needs and understanding of the intended audience</li> <li>• Adapts influencing style and techniques for different people and situations</li> <li>• Listens and encourages responses from others</li> </ul>
<p><b>Adaptability and Personal Responsibility</b></p> <p>Responsive and adaptable to changing needs. Positive and resilient. Takes ownership, meets responsibilities and deadlines.</p>	<ul style="list-style-type: none"> <li>• Pursues adopted strategies with energy and commitment</li> <li>• Plans and organises work effectively</li> <li>• Able to prioritise effectively and manage own time well to meet multiple priorities</li> <li>• Proactively identifies delays or obstacles to achievement of goals and tasks and re-negotiates deadlines in advance</li> <li>• Completes projects and tasks on time and delivers high quality results</li> <li>• Is solution rather than problem focused</li> <li>• Is able to make effective decisions and act quickly when required</li> <li>• Always stays calm and in control in difficult situations, and deals with these confidently</li> <li>• Shows resilience, stamina and reliability under pressure</li> <li>• Is able to translate knowledge/experience into clear practical advice to others</li> <li>• Takes on challenging tasks willingly and with a 'can do' attitude</li> </ul>



	<ul style="list-style-type: none"> <li>• Works in a systematic, methodical and orderly way</li> <li>• Adapts quickly and flexibly to new ideas, demands and changes</li> </ul>
<p><b>Self Development</b></p> <p>Open to and committed to continuing professional and personal development. Ability to learn from experience and apply knowledge.</p>	<ul style="list-style-type: none"> <li>• Continuously seeks appropriate learning activities to develop own knowledge and competencies</li> <li>• Demonstrates awareness of own strengths and weaknesses</li> <li>• Actively seeks feedback from others</li> <li>• Demonstrates ability to learn from tasks and on the job experience</li> <li>• Asks for support and advice from others</li> <li>• Shares knowledge and learning with others</li> <li>• Produces new ideas, approaches and insights</li> <li>• Appropriately challenges assumptions and the status quo, and is able to think laterally</li> <li>• Proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues</li> <li>• Identifies and proactively pursues new business and partnership opportunities</li> <li>• Demonstrates financial awareness and suggests ideas for more efficient use of resources</li> </ul>

**Hours:** 17:30 – 08:30hrs

Night shifts - you may go home at 11.00pm if there are enough night shift volunteers and return to the Shelter at 6.30am for the breakfast shift. You will be on call during the night. You will be working up to 15 hours per night.

Shift will consist of First week 3 nights, Second week 4 nights.

If you cannot do a shift you must change your shift with the other Shelter Manager.  
Christmas and New Year Eve times and venues to be confirmed

**Pay for Joint Shelter Coordinators for 12 weeks: £10.00 per hour.**

Start date from the 2nd December 2019 until the 18<sup>th</sup> March 2020. 10 hours each before the project starts to set up supplies, bedding, beds etc and to set up E-volunteer rota. 5 hours each after the project closes to pack the project items away. A total of 30 hours

Included in this payment will be an expectation of you to attend 4 monthly meetings over the project.

**Responsible to:** MTaS Project Manager.

**Liaison with: Joint Shelter Coordinator, Project Manager, Windsor Homeless Project Manager(WHP), Local Police, RBWM Council, Community Warden, Domestic Abuse, Stalking and Honour Based Agency (DASH) and other local charities and organisations.**

**Errors and omissions excepted.**

**Interview date to be confirmed.**