

## JOB DESCRIPTION

<b>Job Title</b>	<b>Bolton Homeless Alliance Night Shelter Support Worker (UOB)</b>
<b>Contract Type</b>	Fixed term until Wednesday 31 <sup>st</sup> March 2020.
<b>Hours to be Worked</b>	Sessional work of 3 x 13hr shifts (7.30pm until 8.30am), on a rota basis of 3 nights on and then 6 nights off, including weekends. 2hrs paid rest time per shift. Some flexibility may be possible, subject to available cover.
<b>Salary</b>	£10.00 per hr.
<b>Place of work</b>	The principal place of work will be the former Central Baptist Church, Snowden Street, Bolton, BL1 2PU which is being adapted to incorporate the temporary night shelter. The post-holder may however be required to work at various other operational locations within Bolton as deemed appropriate for the execution of specific duties.
<b>Directly responsible to</b>	The Night Shelter Team Leader.
<b>Directly responsible for</b>	Night Shelter volunteers

### Context:

Bolton's temporary emergency night shelter is a facility delivered by **Urban Outreach Bolton (UOB)** working with **Bolton Homeless Alliance (BHA)**. Principle members of the Alliance are presently Al-Khair, Bolton Council, Bolton Council of Mosques, Bolton at Home, Homeless Aid UK and Urban Outreach. Other organisations involved in supporting BHA are the Police, Bolton NHS and local housing associations.

BHA aims to provide an overnight emergency shelter for rough sleepers in Bolton over the coldest months. Working to meet commonly agreed objectives across Greater Manchester through the ABEN (A Bed Every Night) initiative, the vision of BHA is that no-one, whatever their background or circumstances, should have to endure the desperation and indignity of living on the streets of Bolton at any time.

This position of **Night Shelter Support Worker** is sponsored by BHA (funded via Bolton Council and the GM ABEN programme) and hosted by UOB in the capacity of employer.

### Main Duties:

1. Support the Team Leader and actively participate in training for the night shelter.
2. Participate in team briefings at the start and end of each shift.
3. Support registration of night shelter guests as they arrive, collecting relevant data.
4. Support the serving of light refreshments to guests.

5. Implement established policies and take appropriate action with regard to guests and volunteers within the shelter on your shift.
6. Help explain key rules to night shelter guests.
7. Support and engage in conversations with guests to ensure their wellbeing and direct them to appropriate services.
8. Work with key referring agencies (*notably UOB's Streetlife, Bolton Council Housing Options and Homeless Aid UK*) and specialist practitioners (*including specifically Bolton Council rough sleeper outreach and Homeless & Vulnerable Adult Nursing team*) and volunteers to help guests access appropriate and timely services.
9. Liaise with specialist workers who from time to time, will be available to provide support to guests (e.g. nurse, hairdresser, podiatrist).
10. Help maintain a positive, friendly and safe environment within the night shelter at all times.
11. Help guests settle in and monitor their well-being throughout the night.
12. Wake guests up in the morning and support the serving of a light breakfast
13. Support the Team Leader in maintaining night shelter building safety and security at all times.
14. Support the opening up, setting out, clearing away and closing down procedure for each of your shifts.

## **General Duties:**

15. Take messages, signpost customers and provide information, advice and guidance as required in accordance with established protocols.
16. Help organise and attend meetings as required to ensure effective planning and communication.
17. Undertake relevant training which will include health, safety and safeguarding.
18. Participate in one-to-one competency appraisals, supervision and team meetings
19. Be familiar with and abide by all the policies and procedures of Urban Outreach with particular regard to adult safeguarding, data protection, information security, confidentiality, befriending, health and safety including lone working.
20. Deal promptly with complaints and queries from partners, clients, the press or the general public in accordance with established policies and procedures.
21. Observe relevant risk assessments and work with others to maintain safe working practices.
22. Maintain records and confidentiality that ensures the smooth running and safety of the night shelter including client engagement records.
23. Maintain data security and information-sharing protocols.
24. Abide by commonly observed personal and professional boundaries and an established Code of Conduct.
25. Be vigilant in safeguarding adults from harm and participate fully in any safeguarding related procedures.
26. Undertake other duties and responsibilities consistent with the objectives of this post.

# PERSON SPECIFICATION

*Please try to show on your application form, how you meet all the items on this specification. Your response will be used for shortlisting and interview purposes.*

## Essential Criteria

### Knowledge, Skills and Experience

1. Demonstrable personal commitment to the charitable objects and ethos of UOB.
2. Personal attributes of honesty, integrity, emotional resilience, empathy, confidence and determination.
3. Friendly, calm and professional when faced with challenging situations. Able to help resolve conflict.
4. Good listening, mediation and negotiation skills.
5. Basic knowledge and understanding of adult safeguarding, data protection, confidentiality and health and safety, and their practical application.
6. Good customer service skills and the ability to engage and communicate effectively with professionals and clients alike.
7. Able to maintain good relationships with partner organisations.
8. Able to work effectively as part of a wider team, supporting one another to achieve a shared vision, mission and aims.
9. Flexibility, a willingness to take on tasks at short notice and an ability to work effectively through each night shift.

### Training and Qualifications

10. This role involves direct work with vulnerable people, requiring an Enhanced Disclosure and Barring Service (DBS) clearance check. This can be arranged.

## Desirable Criteria

11. Experience in working with and supporting vulnerable adults.
12. Experience of working with the homeless and rough sleepers.
13. A good understanding of key issues surrounding homelessness (e.g. substance misuse, and poor mental / physical health).
14. ICT skills. Able to use Microsoft Office (Outlook, Word, Publisher, Excel and Access)