



Bromley Homeless

United Reformed Church
20 Widmore Road
Bromley. BR1 1RY
Tel: +44 (0)20 8460 0042
Email: info@bromleyhomeless.org
www.bromleyhomeless.org

Role: Shelter Management and Volunteer Coordinator

Hours: 28 hours per week (Flexible - as agreed)

Fixed term - 12 months (extension subject to future funding)

Salary: £26,500 (£33,125 pro-rata)

Overview of the role

This outlines a fixed-term role of Shelter Management and Volunteer Coordinator providing resources to support service delivery across Bromley Homeless. They will work closely with the Shelter Steering Group and will report to the CEO, taking full accountability for the running and maintenance of the Night Shelter. The shelter will run for 9 months, with the opportunity to run all year round, in the future.

About Bromley Homeless

Bromley Homeless have a vision of a community where everyone has access to a decent home and no one feels their only option is to sleep rough.

Our mission, as an expression of Christian faith, is to provide support and positive intervention to empower anyone facing homelessness, principally in the London Borough of Bromley to fulfil their desire for a safe and secure home and live a fulfilled life.

We deliver this mission through a range of services and activities operating year-round. Our strategic priorities have been set as:

1. Provide advice and advocacy to individuals over 18 to overcome a homeless situation
2. Provide timely and personalised support, encouragement and personal empowerment to end homelessness
3. Provide year-round emergency shelter, access to health and wellbeing services and food
4. Provide access to housing through supported housing and hosted accommodation, links with housing providers and private landlords
5. Prevent homelessness and challenge negative attitudes towards it by raising awareness of homelessness and giving a voice to those experiencing it.

Our values

We listen – We are approachable and listen without prejudice.

We care – We care about building long-lasting relationships with our clients and our compassionate approach promotes ongoing, open communication that builds mutual respect and trust.

We empower - We believe in the value and potential of all people and we want to empower all to achieve ambitions and live fulfilled lives.

We collaborate - We know we can have a bigger impact when we work together.

Operations

The Shelter Management and Volunteer Coordinator will report directly to the CEO.

The Shelter Management and Volunteer Coordinator will work out of our offices at the United Reformed Church and our Shelter premises, or remotely from home (as agreed), but will also support the work of volunteers at outreach services or volunteer events as necessary.

Key responsibilities

The Shelter Management and Volunteer Coordinator will manage all aspects of our emergency accommodation provision within the Bromley Homeless Night Shelter. They will recruit, onboard, train and develop volunteers to provide resource and capacity in our growing charity.

They will work with the CEO and identify the need for volunteers for the Shelter, the Advice and Day Service, Admin, Fundraising and Social Media Teams and prepare volunteer role descriptions for all roles.

- Leading a team of volunteers to operate the Bromley Homeless' 5 bed Winter Shelter
- Host a regular Shelter Steering Group meeting, documenting minutes of meetings and progressing agreed actions.
- Recruitment, induction and coordination of Volunteers
 - To ensure coverage for the Shelter to operate 7 days a week (for 9-12 months and in any emergency shelter period)
 - To cover all other Bromley Homeless (BH) Service Areas, Day Service, Administration, Starter Pack, Social media, Life Skills and Fundraising, etc
 - Following Safer volunteering recruitment policy
- Scope and deliver a BH induction and refresher training and also oversee the process of DBS checks for volunteers ensuring compliance
- Acting as key point of contact for the Day Service Manager and Support and Advice Workers for engagement regarding shelter guests and dissemination of key information to Team Leaders.
- Manage the Shelter's capacity and work with the Day Service to maximise income generation, including Housing benefit revenue.
- Work in partnership with the CEO to develop the Shelter into an all-year-round operation, including securing sufficient funding and volunteer recruitment/coordination.
- Oversee scheduling of all Service Team Volunteers, acting as main point of contact for schedule changes and rota voids
- Acting as main point of contact for team leaders and all volunteers to escalate issues and delegating tasks to team leaders as necessary
- Coordinating all training and documentation as required, including food hygiene, safeguarding, health and safety compliance checks, records and accompanying documentation.
- Responsible for facilities management of the Shelter, including securing ongoing supplies, arranging routine maintenance and compliance checks, emergency repairs and liaison with URC as the landlords
- Managing the Shelter budget, including automated ordering of supplies, routine maintenance costs and providing quarterly financial reporting to the CEO
- Conducting quality assurance reviews, including evaluation from Team Leaders and feedback from guests and volunteers, etc, as part of the continuous improvement, demonstrating the difference implementations have made
- Connect with other Shelter projects within the network to ensure best practice
- Update and implement appropriate procedures for volunteers and the Night Shelter
- Log and maintain volunteer records in our Charity Suite database, deleting and updating records as necessary

- To represent and promote Bromley Homeless charity and our volunteering opportunities across our network, Bromley community and with local churches (this may involve some weekend working including speaking about BH at Sunday church services), youth organisations such as schools, colleges, scouting, Duke of Edinburgh and also corporate organisations
- Manage annual volunteer role reviews and provide feedback on performance against the expectations of the charity for the role
- Design and send out volunteer and night shelter guest questionnaires, collate responses and report learning. Report proposals to the CEO and agree actions to improve volunteer experience
- Personally, adhering to and ensuring that our volunteers also understand and adhere to BH policies and procedures, particularly in relation to safeguarding
- Regular Liaison with the Private Rented and Move on officer, to ensure that move on via the Accommodation pathway is active, removing barriers to ensure move on targets are met
- Co-ordinate (where appropriate) volunteer events and thank you initiatives.

Accountabilities

- Ensuring up-to-date understanding of the operation of the charity and volunteers' needs and role within the organisation.
- Commit to continuous learning and attend training as necessary
- Control and monitor the shelter budget, resources and maintenance
- Regular reporting to CEO and attending meetings where necessary
- Engagement with key partners including the council, Housing Justice etc
- Monitoring and evaluating volunteer feedback that is given, helping to capture any learning and improve what is being delivered with the objective of continuous improvement
- Strengthening relationships and engagement with the volunteer centre at Bromley Community Links and other local organisations
- Supporting other activities, including fundraising when needed
- Attend management and supervision sessions.

This is a guideline of the duties and responsibilities of the Volunteer Coordinator is not an exhaustive list. Responsibilities may be enhanced and further duties added in accordance with the charity's needs and requirements.

Person specification

Essential

- Excellent organisational and project management skills
- Previous experience in an administrative role
- Empathy and understanding of the issues faced by homeless or vulnerably housed people – you may have had personal experience of homelessness
- Excellent communication (verbal and written) and presentation skills that enable you to relate and engage with a wide range of people
- Competent IT and written skills with the ability to report back to the CEO on performance against plans and KPIs
- Strong interpersonal skills, with the ability to work independently and as part of a team and cope working in a demanding environment
- Ability to provide guidance and support to volunteers in a professional and empowering way
- People management skills and customer service
- Report writing and performance management analysis.

Desirable

- Experience of working in a Night Shelter or accommodation-based services
- An understanding of safeguarding issues within Shelter provisions and volunteering
- Experience of using multiple web and social media platforms (either personally or professionally)
- Developing policies and procedures
- Event management, Finance and Fundraising experience
- Experience in a volunteering coordination role
- IT use of Charity Suite and Inform system
- Knowledge of the General Data Protection Regulations 2018.

Other Requirements

- Disclosure and Barring Service (DBS) Clearance required
- Role is 28 hours per week. Time and days can be flexible.
- There may be occasional early mornings, evenings or weekends depending on the need to support the night shelter and also volunteers at activities or events
- In a volunteer capacity, you can take on other roles at the night shelter or across the charity.