

Job description

Job title:	Shelter Manager (maternity cover)
Job context:	<p>The vision of Hackney Doorways (HD) is to provide a route out of homelessness for everyone in Hackney. HD runs Hackney Winter Night Shelter (HWNS), which provides a warm welcome, a hot meal, and a bed for homeless people from the start of November (at the latest) to the end of March, with a break over Christmas. During the day, our professional advocate workers provide holistic support to help guests find more suitable accommodation and generally rebuild their lives.</p> <p>In 2017, we began providing advocacy services through the summer to clients of our partner organisation, North London Action for the Homeless (NLAH). We expect to resume this work in the summer of 2018.</p> <p>The shelter manager is the senior paid employee of HWNS, heading a small team. The role is fairly new, created in August 2016.</p>
Purpose and scope:	<p>A summary of the duties of the role is set out below.</p> <p>The shelter manager will manage our two professional advocate workers, who work directly with our guests, and will take the lead in building strong relationships both with our volunteers, and with venues.</p> <p>The advocate workers deal with referrals of potential guests, decide who stays at the shelter, help them settle in, and help them move on to more settled accommodation.</p> <p>HWNS runs from a different venue or venues each night – we do not have our own premises. Currently all the venues are church halls, which are provided free of charge.</p> <p>The shelter is overwhelmingly volunteer-run. We currently have four paid staff and around 700 volunteers. So the effectiveness of the volunteers is vital to the success of the service we offer to our guests.</p> <p>The shelter manager will therefore need to help recruit volunteers, train them, and work with shelter co-ordinators to make sure that volunteers both work effectively to meet the aims of the shelter,</p>

and find their volunteering a rewarding experience. The manager will also need to build a strong shelter venue network.

Since 2017, the shelter manager has worked four days a week, concentrating on operational issues. The cover role is five days a week, to allow time for fundraising, communications, and financial management work.

This is a job for someone who enjoys establishing strong working relationships, and who likes variety. You'll also need to be able to work without supervision: you'll be part of a small team, but the line management will be from a trustee who is a non-executive.

You will need to build a good understanding of the overall running of the shelter, as you will need to be ready to take on a range of tasks which support the running of the shelter. Many of these will normally fall to the shelter administrator, who handles the practical support to venues and to the organisation generally, but as the line manager for this post, you will need to oversee progress. There will also be close working with Trustees (see <http://www.hwns.org.uk/about-us>) each of whom has a lead role on a particular area of our activity.

The work is likely to fall into three segments.

- From May until August, the priorities will be to oversee the work with NLAH, and reviewing and building systems and a work programme on fundraising, financial management, communications, and any other factors which will strengthen the running of the shelter.
- In September and October, the focus turns to preparation for the upcoming season: ensuring venues are ready; training volunteers; and building relationships with referral agencies and others. It will be important to sustain the other work, both hands on, and embedding better systems.
- From November onwards, the shelter will be open every night, and the priority will be effective management of the operation, both ensuring smooth running of the shelters and the advocacy work.

There will be peaks and troughs in the workload, so the hours can be varied across the year, in discussion with the line manager. The vast majority of the work is to be spread through the regular working week – Monday to Friday – but it will be important for the manager to be visible at the shelters from time to time,

	particularly in the early weeks in November and January, and also to visit the dormitory shelters which run in January from about 9.30 pm. This will include periodically going to the shelters which run on Saturday and Sunday.
Reports to:	A designated member of the Board of Trustees
Works closely with:	HWNS Advocate Workers (direct reports) HWNS Shelter Administrator (direct report) HWNS volunteers HWNS shelter coordinators HWNS venue hosts Hackney Doorways Board of Trustees

Main duties:

Operational shelter management (approx. 4 days a week)

1. Overseeing volunteer recruitment and management

- Ensure each venue has a team of trained coordinators, working with trustees and existing coordinators to recruit new ones as necessary
- Develop and maintain a contact database of volunteers, run recruitment campaigns as necessary, and talk to potential new volunteers
- Develop, with the support of trustees and advocate workers, and organise training sessions for volunteers and coordinators, several times a year
- Support coordinators in their own role of running the shelters and managing volunteers, in particular:
 - a. Assist with training volunteers on site
 - b. Help ensure volunteer agreements are signed
 - c. Share best practice on e.g. briefing and de-briefing of volunteers
 - d. Assist with any issues where volunteers do not follow good practice.

2. Management of advocate workers

- Ensure the two advocate workers are trained and briefed for the work
- Provide day to day operational management support and guidance
- Agree objectives and work plans, hold regular supervision meetings and assess training needs
- Approve leave and monitor absence

3. Shelter operations

- Ensure HWNS has strong relationships with key stakeholders, including Hackney Council, other housing providers, and others
- Liaise with existing shelter venues, work with trustees, coordinators and hosts to identify suitable new venues, and liaise with these about joining the shelter work
- Establish strong working relationships with existing church venues
- Contribute to the HWNS accommodation strategy with particular regard to maintaining current shelter operations
- Act as the shelter's Safeguarding lead

4. Management of Shelter Administrator

- Provide day to day operational management support for the Shelter Administrator
- Agree objectives and workplans, hold regular supervision meetings and assess training needs with the Shelter Administrator
- Approve leave and monitor absence

5. General

- Provide up to date management information regarding volunteers to the Board, as required
- Attend training, supervision meetings, and events as required by the line manager
- Comply with the policies and procedures of the Charity
- Ad hoc support as necessary and agreed with the line manager
- Build close working relationship with the Advocate Workers operating alongside them all year round and supporting their daily activities and priorities
- Attendance at Core Group and Trustee meetings, as required

Organisational development (approx. 1 day a week)

6. Fundraising

Develop better systems for identifying and scheduling grant applications; write applications as necessary; contribute to the organisation of fundraising events; maintain relationships with existing donors.

7. Financial management

Work with the Treasurer (a trustee) to ensure the best possible systems within the organisation, and recommend and implement ways in which the manager can take on more of the day-to-day work of monitoring and managing transactions and progress.

8. Communications

Work with volunteers on systems for setting a communications strategy and managing regular communications eg newsletters, and communications for landmarks in the year eg the shelter opening in November.

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Terms and conditions

<i>Salary:</i>	£38,000 on a full-time basis (more may be available for an outstanding candidate, depending on skills and experience) Pension contributions will be made to an agreed scheme in line with statutory provisions
<i>Length of Contract:</i>	Maternity cover for 9 months from June 2018, with the possibility of extension to 12 months.
<i>Hours of work:</i>	37 Hours per week
<i>Based at:</i>	The Round Chapel, London E5. With the line manager's agreement, it will be possible to do some of the work from home

Application process

To apply for this role, please send a CV and a letter (maximum two pages) explaining your interest and what you would bring to the role, to jobs@hwns.org.uk. The deadline for applications is 6pm on Monday 30 April. Interviews will be held in the first half of May. If you would like an informal conversation about the role, please email jobs@hwns.org.uk, and someone will be in touch.
