

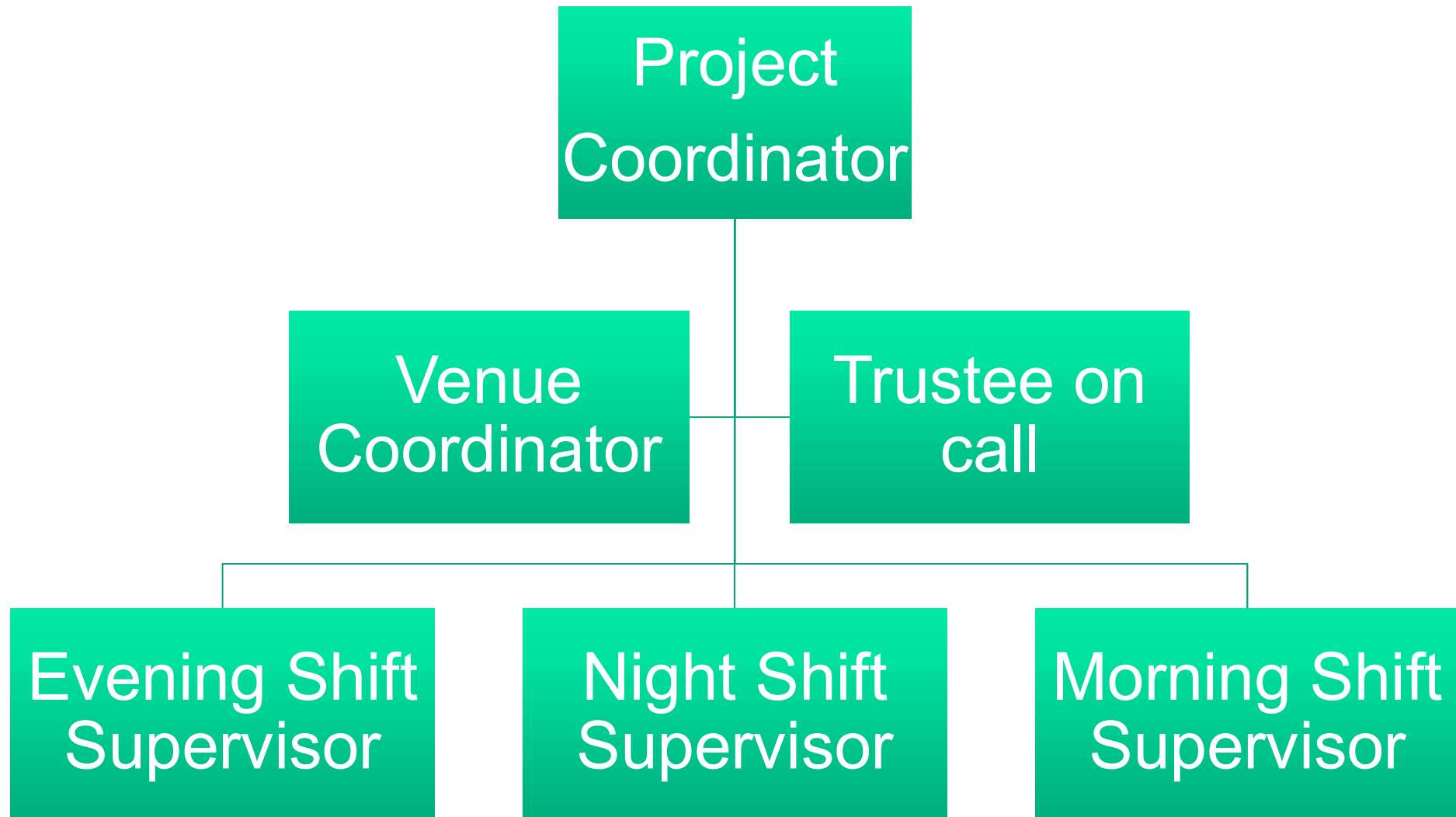
East Surrey Winter Night Shelter

Shift Supervisor Training





Working Together





The Evening



Evening

- 6:45pm Supervisors arrive & volunteer briefing
- 7:30pm – 8:00pm guests arrive
- ~8:30pm Eat together
- 10:15pm to 10:30pm – Volunteers leave / Night arrive

Night

- 10:00pm supervisor arrives
- 10:15pm volunteers arrive
- 11:00pm guests go to sleep / quiet time starts
- 6:00am to 6:15am - leave or stay for breakfast

Morning

- 06:00am Morning team arrives
- 6:30am to 7:00am breakfast
- 8:00am everyone leaves the venue



Briefing



- Show fire exits – and extinguishers
- Advise on Muster Point
- Show where the toilets are situated
- Suggest that each person says hello to the person next to them



Handbooks



- Updated Volunteer Handbook
- Updated Supervisor Manual
- How to recognise and manage:
 - Drinkers
 - Drugs
 - Difficult situations
- Loose Leaf Handbook in Venue Box
- All Handbooks on Website



Role of The Shift Supervisor

- In charge of the volunteers and guests
- Responsible for over-seeing the shift
- Consistent in implementing rules
- Liaise with the Project & Venue Co-ordinators
- Liaise with supervisors on other shifts



Qualities of Shift Supervisor



- Managing teams & homeless
- Understand & agree rules
- Follow instructions & do paperwork
- Make consistent decisions
- Interpersonal and communication skills
- Non-judgemental & empathise with people
- Resilient to setbacks & disappointments



Guidelines For Shift Supervisors



- Health and Safety
- Food
- Before The Winter Night Shelter Opens
- Incident Log/Accident Forms
- Police Admissions – report to Drop-In the next day
- Volunteer Management
- Volunteers Expense Procedure
- Mobile Phones



Shift Supervisor 'Paperwork'



- Mostly on the Tablet
 - Shift Supervisor Briefing Notes / Duty Roster
 - Guest Attendance Record
 - Shift Supervisor Agreements
 - Volunteer Agreements
 - Warning & Exclusion Forms
 - Guest Agreements & Referral Forms
- Shift Supervisor's Manual
- ESWNS Norovirus Advice

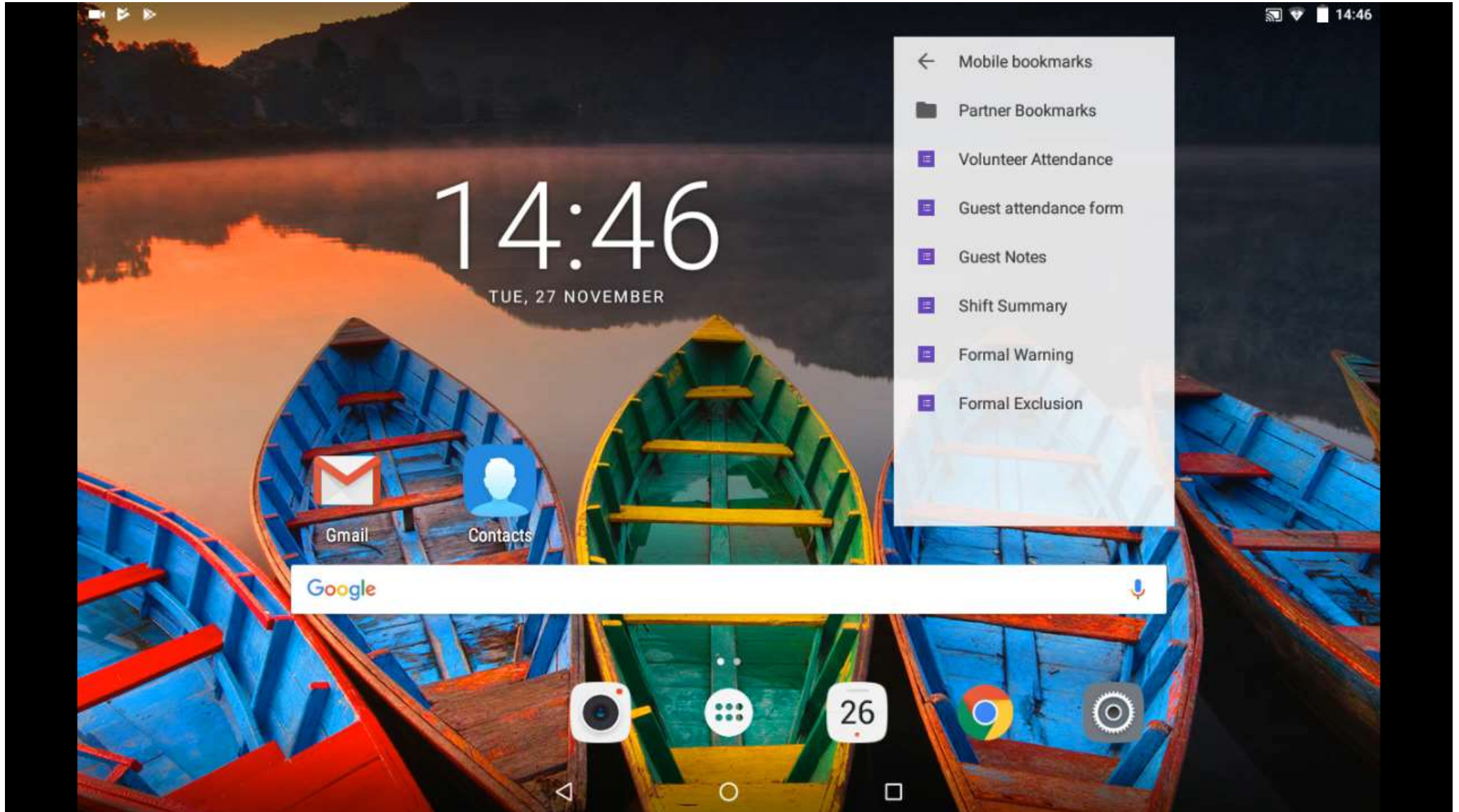


The Seven Common Sense Rules



- Don't open until setup & briefing complete
- Don't deviate from rules - alcohol, drugs or meds
- Don't be dictatorial
- Don't relinquish control
- Don't compromise - too hard or too lenient
- Hand-over to the incoming shift
- Read Shift Supervisor Briefing Notes

Tablet Forms



Any Questions?

