



EAST SURREY WINTER NIGHT SHELTER



BRIEF JOB DESCRIPTIONS 2018/19

Venue Coordinator is appointed by the Church/Organisation

The Venue Co-ordinator along with the RHT Project Co-ordinator is responsible for guests and volunteers on the night the shelter uses their building. All Venue Co-ordinators will receive extra training and support one another.

The Venue Coordinator is responsible for:

- Overseeing the venue preparations – ideally be present for the setting up and the closing of the venue so that they can help with practical issues and questions the volunteers may have about facilities.
- Keeping an eye on Dutyman to ensure volunteer slots at their venue are filled.
- Encouraging volunteers to participate in the Winter Night Shelter.
- Arranging receipt and removal of guests' belongings between venues.
- Ensuring all supervisor online forms are filled in ready for the next venue to host

Evening Shift team - 6-8 volunteers comprising

Evening Shift Supervisor

6.45pm – 10.30pm

The Shift Supervisor/Supervisors – this can be a shared role is/are in charge of the evening, night or morning shift at the night shelter venue. There is specific training for this role and we suggest you help as a general volunteer before becoming a supervisor.

Responsible for:

- Liaising with the Venue Coordinator and Project Coordinator.
- Logging in the listed Volunteers.
- With the help of Evening Volunteer(s) greeting and checking guests names against the register including confirming whether they require a bed the following night.
- Checking guests are not carrying prohibited items, getting guests to put agreed medication into individual named containers/bowls.
- Collecting and naming guests bags and transferring them to a safe, secure place until morning.
- Using the tablet in the Venue Box, filling in and signing the confidential Duty Log for their shift.
- Updating the Guest Summary and Supervisor Briefing Notes

Evening Volunteers

6.45pm – 10.30pm

Evening Shift has four Evening Volunteers supporting the Evening Supervisor. TWO volunteers to be together whenever with guests including in the smoking area. They remain with guests throughout the evening and join the evening meal. They should have good interpersonal skills so as to help create a relaxed and friendly atmosphere, taking part in playing card/board games.

Responsible for:

- Preparing the hall before guests arrive.
- Showing the guests the facilities and checking guests have toiletries etc.
- Chatting with guests and providing a listening ear.
- Aim to sit beside a guest at dinner even if this requires asking someone to move up.



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Evening Meal Supervisor

6.45pm – 10pm

The Evening Meal Supervisor is responsible for ensuring that two courses of food are provided for up to 20 people, either by organising people to bring prepared food (often donated by the church or venue member) and thoroughly heating it, or if holding a Food Hygiene Qualification, cooking the meal from scratch. With the help of the Evening Meal Assistants they ensure that the kitchen and its equipment is cleaned and returned to its original state.

Check food thermometer is returned to the Venue Box.

Evening Meal Assistants

6.45pm – 10pm

Help the Evening Meal Supervisor to prepare and serve the meal, collect dishes and wash up after the meal. ALL the Evening Meal helpers eat with the other volunteers and guests and chat with the guests and volunteers until 10 o'clock.

Standby – Evening

Volunteer who is prepared to be called at short notice to cover for any duty that has suddenly become 'volunteer required' on the Evening shift.

Night Shift Team 3-4 Volunteers comprising:

Night Shift Supervisor

10pm – 6am

Arriving 10.00pm. This can be a shared role, you are in charge of the volunteers and guests overnight. They may take turns to sleep or remain awake as arranged with the rest of their team. We suggest you help as a general volunteer before becoming a supervisor.

Night Shift Assistant(s)

10.15pm – 6.00am

Prepared to remain awake at least part of the overnight shift 10.15pm – 6am.

The Sleeper

10.15pm – 6am

Expects to arrive and go to sleep but be prepared to be awakened in the unlikely event of an extra pair of hands being required.

Standby – Night

Volunteer who is prepared to be called at short notice to cover for any duty that has suddenly become 'volunteer required' on the Night shift.

Morning Shift Team 2-4 Volunteers comprising:

Morning Supervisor

6am – 7.45am

Is in charge of the team who make breakfast and return the venue back to its pre-Shelter state.

Frequently some of the Night Shift are prepared to stay through the Breakfast Shift. It is possible for anyone from the Night Shift to sign up for this role.

The Morning Shift Supervisor will sensitively awaken the guests in time for them to be ready to leave/be collected at the pre-arranged time – times vary according to venue.



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We suggest you help as a general volunteer before becoming a supervisor.



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Morning Assistants

6am – 7.45am

The food for Breakfasts will be at the venue. The Team ask, prepare and serve breakfast to the guests and themselves.

Responsible for:

- Preparing, serving and clearing breakfast.
- Seeing that guests are reunited with their bags and belongings prior to the agreed leaving time.
- Gathering all shelter equipment including completed forms for Venue Co-ordinator and Venue Box.
- Returning the venue to its original state – ideally with the help of the guests.

Standby – Morning

Volunteer who is prepared to be called at short notice to cover for any duty that has suddenly become 'volunteer required' on the Morning shift.

Driver

Drivers liaise with Venue Coordinators to arrange collection and delivery of the Shelter Venue Box and guests belongings between venues ready for the following evening (6.30pm to 7.15pm approx.)