

The Snowflake Trust

Operating the Snowflake Night Shelter

Snowflake Assistant Project Supervisor - Job Description

Job Title: Snowflake Assistant Project Supervisor

Responsible to: The Project Supervisor

Hours & Days of Work: 5.30pm to 9pm daily, Wednesdays & Thursdays (weekly), plus Saturdays & Sundays (2 weekends on, two weekends off), and to cover sickness of the Project Supervisor should this be necessary

Days/Dates of Employment: Monday 25 November 2019 to Wednesday 20 March 2020

Rate of Pay: £12 ph (plus pension contribution at 6% of gross salary [employee contribution 3%])

Principal Responsibilities:

With and under the direction of the Project Supervisor, and in accordance with the Snowflake operational policies, to

- manage the day-to-day operation of the Snowflake Night Shelter in an effective and safe manner, and
- ensure so far as is possible an efficient, welcoming and non-judgemental atmosphere in the shelter venues
- manage appropriate laundry facilities as required.

The post holder will be assisted in these responsibilities by

- Venue Coordinators (who are all likely to be Volunteers).

Attend appropriate training courses as agreed with the Trustees and at the Trust's expense, to include as a minimum:

- First Aid
- Addiction
- Mental Health
- Listening Skills
- Food Safety to at least Level 2

Operational Responsibilities

- To provide Venue Coordinators with the list of Guests, together with any relevant

information, possibly on a confidential basis, on a daily basis

- Instruct and guide, as appropriate, the Venue Coordinators, to
 - Ensure a respectful, smooth operation of the night shelter
 - Manage Volunteers in line with Snowflake policies and the Snowflake Volunteers' Handbook
 - Ensure appropriate resources are available for each shift, to include - but not limited to - beds, bedding, games, newspapers and food
 - (With the Venue Coordinators) ensure that appropriate food preparation arrangements are in place and that the Snowflake Health & Safety Policy and Practice Recommendations are scrupulously followed and all appropriate records maintained in line with the Trust's registration with the Food Standards Agency
 - Ensure the Shelter Computer Log has been maintained by the Evening Shift Leader
 - Ensure that appropriate security arrangements are in place at venues
 - Manage the operation of the Trust's Guest Banning Policy & other related policies
 - Deal with any incident in line with appropriate Snowflake policies, referring to the Project Supervisor/Nominated Trustee and/or relevant authorities as appropriate and necessary
 - Arrange appropriate laundry facilities as required
 - Collect van and transport to and from each venue
 - Assist with unloading the van at the venue
 - Coordinate the set-up of the venue
 - Welcome and log each Guest's attendance

Personal Qualities

The postholder will display

- An awareness of the reasons for homelessness
- Respectful &, when appropriate, compassionate qualities in her/his dealings with those from all walks of life, Guests and Volunteers alike
- An understanding of the challenges
 - affecting homeless people, and
 - that of volunteers in dealing respectfully with sometimes difficult situations as and when they occur
- Reasonable IT skills, including proficiency in Microsoft Word & Notebook

Further Information

A substantial amount of information is available on the Trust's website at www.snowflake-nightshelter.org.uk, including

- Trust policies
- Volunteers' Handbook

It is to be understood that this job description is a dynamic document which, after due consultation with the postholder, will be revised and updated as circumstances require.

The Snowflake Trust is an equal opportunity employer. The post is subject to appropriate references and an enhanced DBS Disclosure.

The Snowflake Trust is a Registered Charity No: 1119743 and a company limited by guarantee number 5950395, registered in England, registered office 25 Boscobel Road North, St Leonards on Sea TN38 0NY

June 2019