

The Snowflake Trust

Operating the Snowflake Night Shelter

Snowflake Morning Supervisor - Job Description **(at least two posts so as to cover every day of the week)**

Job Title: Snowflake Morning Supervisor

Responsible to: The Snowflake Project Supervisor/Assistant Project Supervisor (as appropriate)

Hours & Days of Work: 6.30am to 9am (shelter closing)

Days/Dates of Employment: 29 November 2019 to 20 March 2018 plus two days' training to be arranged

Rate of Pay: £11ph, (plus pension contribution at 6% of gross salary [employee contribution 3%])

Principal Responsibilities:

Under the direction of the Snowflake Project Supervisor/Assistant Project Supervisor (as appropriate), 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
- Ensure provision of an efficient, welcoming and non-judgemental atmosphere in the shelter venues

The postholder will be expected to

- Attend appropriate training courses as agreed with the Trustees and at the Trust's expense, to include as a minimum:
 - First Aid
 - Mental Health
 - Listening Skills
 - Food Safety to at least Level 2

Operational Responsibilities

The postholder will act at all times under the general direction and guidance of the Snowflake Project Supervisor/Assistant Project Supervisor (as appropriate), to

- Ensure a respectful, smooth operation of the night shelter
- Work in partnership with the Morning Venue Coordinators to 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 and food, and to ensure the Snowflake van is available at venues in the morning as required
- Manage stock levels, and attend to all appropriate laundry matters

- Ensure the Shelter Computer Log is maintained
- Ensure that appropriate security arrangements are in place at the venue
- Deal with any incident in line with appropriate Snowflake policies, referring to the Nominated Trustee and/or relevant authorities as appropriate and necessary
- Must be punctual and organised
- Drive Snowflake van to and from venues
- Assist volunteers to pack away all and only Snowflake items and be responsible for loading the van
- Check venue to ensure it is left in a clean and tidy condition before locking up
- Other duties as may be required from time to time in the operation of the Night Shelter

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

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

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 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