

## Job Description – Shelter Assistant

Selig (Suffolk) Trust (Selig) is a Christian based Charity dedicated to serving the needs of vulnerable people in Suffolk, such as those with no permanent home. Selig has run a successful church and volunteer based project for homeless adults in the centre of Ipswich over the last 6 winters. In addition, during the last few months Selig has begun a new project that provides homes for vulnerable adults in partnership with local churches. The Trust now needs part time evening staff to ensure the safe and smooth running of the Ipswich Winter Night Shelter project.

### Key information

- This is a short term role running from mid-November 2017 to mid-March 2018
- This part time role will report to Selig's Business Manager
- The role will consist of two shifts every week – each shift is 1.5 to 2 hours
- Shift times are either 7.00am/7.30am to 9.00am or 6.30 pm to 8.00/8.30 pm
- Salary of £10.00 per hour (equivalent to £19,240 per annum FTE)
- 7.3 hours paid holiday
- Working hours will include weekends, evenings and bank holidays
- Time off in lieu will be given for Bank Holidays.

### Main responsibilities

- Briefing our teams of evening volunteers and leading them in prayer
- Making sure that all our volunteers have been introduced, welcomed and given a venue safety briefing
- Checking pre-authorized guests in to the shelter in accordance with the guest agreement and rules
- Introducing our guests to our volunteers and making them feel welcome
- Giving welcome packs to new guests and seeing whether they need clothes/backpack/toiletries
- Making sure that our new guests are shown around the venue and given a venue safety briefing
- Helping our guests to settle in to the shelter for the night
- Ministering/witnessing to our guests and building relationships with them
- Speaking with our guests about any appointments they have been to that day
- Reminding our guests about any appointments they have the next day
- Making sure that someone will pray and give thanks at the start of the evening meal
- Filling in our guest and volunteer registers and handing them over to the Team Leader
- Checking that our shelter is providing a safe, warm and welcoming space for our guests
- Working across the range of our host churches in Central Ipswich
- Liaising with our staff team to ensure effective continuity and communication
- Meeting with the Selig Business Manager for supervision and support
- Being an ambassador for the Selig (Suffolk) Trust

### Key skills and experience required

- Excellent interpersonal skills
- Development of good relationships with a wide range of people
- Naturally welcoming and hospitable with good listening skills
- Working with people who currently have complex and unstructured lifestyles
- Handling difficult situations in a calm and efficient manner
- Strong administrative, record keeping and IT skills
- Demonstrable initiative
- Working as part of an effective team
- Leading times of prayer with our volunteers at the start of evening shifts

### Additional skills/experience that would be advantageous

- Awareness of difficulties and problems that can arise due to social deprivation
- Understanding of the impact that social deprivation has on individuals, families and communities
- Volunteer Management
- Work with those who are marginalised/vulnerable