HACKNEY NIGHT SHELTER

ROUTES OUT OF HOMELESSNESS

# JOB DESCRIPTION AND PERSON SPECIFICATION

# VOLUNTEER COORDINATOR

| | |
|---|---|
| Reports to: | Director |
| Hours of work: | 37 hours per week (including some evenings until 7pm) |
| Salary: | NJC Scales 14- 17 including London Weighting currently £27,196 |
| Pension: | (5% employer contribution to pension, 3% employee) |
| Annual leave: | 25 days plus bank holidays (pro rata for six months) |
| Based at: | Premises in Stoke Newington and Clapton |

## PURPOSE OF THE ROLE

To coordinate the Hackney Night Shelter Volunteer Programme. Recruiting, inducting and supporting up to 200 volunteers, managing a rota covering the shifts at the two night shelters.

Hackney Night Shelter operates emergency accommodation and support for homeless people across two venues. As a small charity, we have a high dependency on the role of volunteer support in helping us deliver the service.
The charity has a very small team of paid staff and we expect people to be highly flexible in their roles, with a "can do" attitude, willing to turn their hand to anything that needs to be done. This role description therefore provides only a summary of the main duties and other tasks may be required.

## Key responsibilities and duties

**Shelter Volunteers**

- Manage the volunteer rotas for both the night shelter and the women's project
- Make and maintain contact with volunteers by email and/or phone to ensure all shifts are covered
- Identify gaps in the rota and fill those from the volunteer base
- Manage catering volunteers and providers at the night shelters, including food deliveries
- Oversee volunteer recruitment, induction, and training
- Main point of contact for shelter volunteers
- Respond to new volunteer enquiries
- Build and maintain excellent working relationships with volunteers
- Promote open communication meeting opportunities incl. virtual meetings
- Maintain volunteer records and database including contact details and DBS records

**Community Volunteers**

- Coordinate the interest and delegation of volunteers into our external activities and events
- Engage the volunteer community in specialist activities – eg. Gardening, Property maintenance, guest outings, etc
- Connect with corporates in coordinating social responsibility volunteer opportunities

**Administration**

- To undertake general office administration duties as required.
- Log any incidents of note and intervene positively if any problems occur, taking note of any risk issues
- Record and update accurate monitoring information

**General**

- Ensure adherence to Hackney Doorway's policies including safeguarding, confidentiality, data protection, health and safety, and equality and diversity
- Report any safeguarding concerns to the Safeguarding Lead

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# PERSON SPECIFICATION

| | Essential | Desirable |
|---|---|---|
| **QUALIFICATIONS AND EXPERIENCE** | | |
| A good standard of education | ✓ | |
| Experience of volunteering | ✓ | |
| Experience of using databases | | ✓ |
| **SKILLS** | | |
| Excellent interpersonal skills, including an ability to work with guests, teams of volunteers | ✓ | |
| Ability to maintain good communications and working relationships with staff and volunteers | ✓ | |
| Ability to maintain confidentiality and appropriate professional boundaries | ✓ | |
| Good administrative skills and ability to organise time effectively and manage a busy workload | ✓ | |
| Excellent written and oral communication skills including the ability to communicate with volunteers, guests and professionals from a variety of fields of expertise | ✓ | |
| Computer literacy with experience of using Microsoft Office | ✓ | |
| **KNOWLEDGE, UNDERSTANDING AND OTHER** | | |
| Understanding of and empathy with the needs of marginalised and vulnerable people | ✓ | |
| An understanding of and commitment to equality, diversity and anti-discriminatory practice | ✓ | |
| Commitment to the vision and values of the charity | ✓ | |

**Application Process:**

Please send a CV and a covering letter, outlining how the above Person Specification is met, to Mark@hwns.org.uk
Appointment will be subject to the receipt of satisfactory references and enhanced DBS check. With a six month probationary period.

**Closing Date: 12 May 2022**
**Interviews: week beginning 16 May 2022**
**Start Date: to be arranged, but ideally before 13 June 2022.**