

JOB DESCRIPTION

Job Title:	Night Coordinator - Bristol Assessment Centre
Directorate:	West London and South West England
Location:	Bristol
Reporting to:	Shelter Deputy Manager
Responsible for:	Night staff and Agency concierges and volunteers

PURPOSE OF THE JOB

The Bristol Night Assessment Centre runs out of the Bristol Compass centre. Its purpose is to offer place off the streets for rough sleeping clients and to assess them with support from day staff and the outreach team and develop a Leaving the streets action plan - to ensure they move away from rough sleeping and sustain their recovery.

- To manage the night to night development, coordination and the service delivery of the Bristol Night Assessment centre including limited day time work to meet the project manager and ensure joined up work with the day assessment service and rough sleeping outreach team.
- To lead, support, motivate and manage a team of night workers and ensure an effective working relationships with locums and agency workers
- To contribute to the promotion, strategic and operational planning of the Bristol Night Assessment Service.
- To ensure clients in the assessment centre have an effective assessment and clear leaving the streets action plan.

KEY RESPONSIBILITIES

- To support the Project Manager and Deputy Manager in the development and night-to-night management of the Assessment Centre
- To attend and, in turn co-ordinate and chair team meetings.
- To develop a range of night time mindful/self-care activities with co-production.
- To contribute to the Assessment centre service policy and planning decisions and development of the safe space.
- To support the service to meet its KPI's and other agreed targets and performance objectives.
- To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of rough sleeping clients
- To ensure that monitoring and evaluation regularly takes place and that statistics are kept up to

date.

- To welcome and assess the guests of the assessment centre.
- To carry out specialist duties as agreed with the Project Manager/Deputy manager.

TO LEAD AND MANAGE A TEAM

- Taking the lead in recruitment and selection of new staff to the team.
- Developing performance targets and quality control measures for the work of the team, and monitoring team members' work to ensure that these are met.
- Supporting staff by setting clear objectives and holding individual supervisions regularly.
- Ensuring good communication between staff by holding team meetings regularly, and additional briefings as necessary.
- Inducting new staff and planning the continuing development of existing staff on the basis of an annual appraisal.
- Managing the workload of the team to ensure that adequate cover is provided at all times.
- Ensuring the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Defining (and reviewing from time to time) the roles of staff to ensure these support the function's aims and objectives.
- Operating St Mungo's disciplinary and grievance procedures where necessary.

PROJECT MANAGEMENT

- Provide a safe, effective and physiologically informed environment.
- To support the manager to ensure all the policies and procedures are in place for the effective running of the safe space
- To ensure that financial procedures are maintained at all times in accordance with St Mungo's procedures.
- To monitor the use of petty cash and also card spend / to authorise expenditure and act as a cheque signatory within agreed limits.

SERVICE DELIVERY

- To review referrals and to ensure those accessing the project meet the criteria of the Assessment centre.
- To support the Manager and referring workers in developing and maintaining a high quality personalised case management system which fully involves the client.

- To ensure the provision of a rapid response to the outreach teams etc. about potential referrals
- To ensure that new Assessment Centre users are properly assessed and their details and any service offer is entered clearly onto OPAL
- To ensure staff work firmly and persuasively with individuals to explain the role of the service and the benefits of reconnection & appropriate client advocacy is provided to home local authorities to support client reconnection.

INTERNAL COMMUNICATION AND LIAISON WITH OUTSIDE AGENCIES

- To support the manager to develop and maintain close relationships and working protocols with the Bristol Assessment Centre external partner services and local authorities to enable the service to meet agreed objectives and improve service outcomes.
- To support the manager to submit management information on a monthly and quarterly basis and produce other statistics and data as directed by the Shelter Deputy Manager.
- To be responsible for good and effective liaison with outside agencies including all outreach teams, the police, social services and other statutory and voluntary agencies and delegating this work where appropriate.
- To successfully negotiate with Local Authorities and other stakeholders to achieve the aims of the service.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Night Coordinator - Bristol Night Assessment Centre

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Experience of working with vulnerable people, including managing the provision of a safe operating environment in a relevant context
2. Experience of supporting and leading a service delivery team in either a supported housing, advice, homelessness, care or other relevant environment
3. Experience of assessing client needs and options and of personalised case management.
4. Experience of delivering best practice and high quality support or advice services to vulnerable clients, including clients with complex needs
5. Experience of working in a multi-racial, multi-cultural environment and proven experience of anti discriminatory and promoting diversity practice.

Skills, Knowledge and Abilities

6. The ability to work in a fast paced, high pressured environment, with multiple competing priorities and to learn new skills and adapt to new situations quickly
7. The ability to supervise and motivate staff effectively and to promote good team work.
8. The ability to communicate effectively, both orally and in writing, proven administrative skills and the ability to set up and monitor assessment or support systems.
9. A good level of numeracy and ability to interpret financial and statistical information and set up and maintain information databases
10. Knowledge of housing legislation, welfare benefits, assessment and reconnection issues, housing legislation, EEA national eligibility and entitlements, community care.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work hours outside of normal working hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
Interacting and Influencing	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
Understanding and Doing	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
Involving and Including	<input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth