



Supporting young homeless people in Brighton & Hove

Job Title:	Duty Coordinator
Salary:	£21,500 pa (pro rata)
Term	Permanent
Responsible to:	Services Manager
Responsible for:	Running the drop in and planned visits from young people, providing admin support to the Services Manager
Hours of Work:	20 Hours per week (Monday, Friday and Saturday)
Place of Work:	Wenlock House
Annual Leave entitlement:	25 days per year + birthday + bank holidays
Pension:	3% rising by 2% every 2 years up to 6%
Notice period:	1 Month

About the role

The Clock Tower Sanctuary (CTS) is the only drop-in day centre for young homeless people in Brighton and Hove. We provide practical and emotional support to 16-to-25-year olds experiencing homelessness, so they can move from crisis to stability. Our vision is that no young person becomes part of the long-term homeless population.

We are seeking an enthusiastic and motivated Duty Coordinator to join our front line team. Your working days would be Monday 9 – 4.30pm, Friday 9 – 4.30pm and Saturday 9 – 3.30pm.

This role has been developed to support the cover of the day centre during the weekdays, to ensure greater consistency of service delivery, improve centre safety and support the case coordinators and volunteer coordinator in their roles.

Key responsibilities

To support the Services team with opening and closing the centre, running of the day shift, supporting the volunteer team, dealing with client presenting issues conducting daybook de briefs and doing some team admin work. Overall purpose is to ensure that young people's crisis needs are met and that young people who are homeless have a safe space during the day.

Main Duties

- Open/close the centre/office including checking CCTV is operating and basic health and safety checks are in place. Ensure that the centre is left tidy and clean at the end of each session
- Act as Duty Co-ordinator for the centre during opening hours
- Ensure that there are enough stocks of supplies to operate crisis support services (including the administration of petty cash)
- Collect and store client mail
- Support the volunteer coordinator to run the pre and post shift briefings with volunteers
- Ensure young people have their immediate needs met by enabling their access to showers, washing machine, food, the Internet, phone, mail/post, clean clothes, storage etc.
- Oversee the administration of the crisis fund
- Support the Volunteer Coordinator to liaise with Fareshare to optimise the quantity, quality and suitability of food provisions to meet CTS' needs (including for any agreed food related project work e.g. cookery)
- Work with the Support coordinators and volunteers in line with CTS' safeguarding policies and procedures, to ensure young people's safeguarding is secured.
- Work with Support Co-ordinators to ensure that activities, opportunities, caseworking, and lifeskills are promoted to young people, helping to support young people to make better choices.
- Work with outside providers who run drop-ins (e.g. dental nurse, or domestic violence workers) to ensure that young people's crisis needs are addressed in the broadest context possible
- Work with Volunteers to ensure emotional and practical support is provided to young people
- Make decisions to ensure the space and young people are managed appropriately and safely; implement CTS' door-step management policy
- Communicate any issues about centre safety, client safety and health and safety to the Services Team: escalate issues as appropriate
- Some flexibility around work hours may be required.

Other Duties

- Participate in meetings, away days, training and supervision as required
- Ensure that accurate data and records are entered onto our client database
- Support the Services Manager with admin
- Ensure the service runs in line with CTS policy and procedures
- Undertake other tasks as are deemed reasonable for the role

Person specification

Essential

- Experience of working with vulnerable young people (16 and 25 years of age)
- Ability to communicate information that may be complex or contentious, including the ability to persuade and successfully convince others of the need to take a specific course of action
- Use IT effectively, including PowerPoint, Word and Excel, and maintaining accurate records
- Knowledge of Adult and Child Safeguarding

Desirable

- Knowledge of working in a homeless setting and understanding of legislation and key services as they relate to young people who are homeless
- Knowledge of support services (both voluntary and statutory) that are available to meet young people's needs
- An understanding of the barriers that young people face in engaging with services
- Experience of working alongside volunteers

Application process

Please send us your current CV and a supporting statement demonstrating - with examples - how you meet the Essential and Desirable criteria. Applications should be sent to claremck@thects.org.uk with the subject line 'Application for Duty Coordinator'.

Closing date: 9am Monday 21 February 2022

Interviews will be held w/b 28 February 2022

The Clock Tower Sanctuary embraces diversity and equal opportunity and we welcome applications from suitably qualified people, regardless of gender, gender reassignment, age, sexual orientation, marital status, race, religion, politics or disability. If you would like to discuss any accessibility requirements for the recruitment process or the role, please contact Clare McKinley, Services Manager and we will be happy to discuss. claremck@thects.org.uk

Applicants with a criminal record - The Clock Tower Sanctuary is committed to best practice when recruiting people with a criminal record. Our policy and processes can be found at <https://www.thects.org.uk/get-involved/work-with-us/>. This role is exempt from the Rehabilitation of Offenders Act 1974 and so requires the disclosure of all convictions and cautions, even if they are spent, unless they are filtered. Applicants will be required to disclose all convictions on application. An application for an enhanced DBS disclosure with an adults and children's barred list check will then be made. Applicants with positive disclosures will be invited to meet with the Services Manager to discuss any concerns and to confirm or withdraw the offer of a role.

This document is available in large font on request