

BETHANY CHRISTIAN TRUST

Job description – Twilight Shift Project Worker (part-time)

Rapid Re-accommodation Welcome Centre, Edinburgh

**1 JOB DETAILS**

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| **Job Title** | Twilight Shift Project Worker (Part-time) | **Line Manager** | Project Manager |
| **Grade Level** | 3 | **Spine Pt Range:****Hourly Rate:** | 20£14.29 |
| **Section/Unit** | Rapid Re-accommodation Welcome Centre | **Directorate** | Crisis Intervention  |
| **Location** | Haymarket Hub Hotel, 7 Clifton Terrace, EH12 5DR |
| **Hours** | Up to 39.669 hours per fortnight | **FTE** | Up to 0.52 |
| **OR** | Required to have a genuine and active Christian faith and commitment |

# 2 JOB PURPOSE

To provide care and support to people who would otherwise be sleeping rough at the Rapid Re-accommodation Welcome Centre, working in conjunction with City of Edinburgh Council and other agencies to identify suitable accommodation for each individual to move on to. The role involves covering the busiest time of the night, 6pm to midnight, with an emphasis on greeting the volunteers as they arrive at the Welcome Centre. The role works as part of a staff team, alongside volunteers and staff from other support services.

# 3 MAIN RESPONSIBILITIES

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|  | Approx. % of time |
| * Ensure premises are prepared for reception of guests, monitor admissions, supervise guest areas, monitor security and privacy, and ensure that there is order and cleanliness
 | 25% |
| * Provide advice and information to guests particularly on housing issues
 | 20% |
| * Provide agreed levels of advice and general support to residents staying in the hotel who are not in the Welcome Centre but under Temporary Accommodation
 | 5% |
| 1. Maintain and promote guest confidentiality; record guest statistical information and communicate information in the agreed manner
 | 10% |
| 1. Ensure that there are no fire risks and that exits are clear from obstruction at all times, work alongside team leader in evacuation of premises in the event of a fire alarm
 | 10% |
| 1. Work alongside volunteer teams in a supervisory role and supervise serving of the evening meal.
 | 10% |
| * Communicate and implement decisions made as part of a staff team
 | 10% |
| * Participate in and sometimes lead devotions with staff and volunteer teams, and where appropriate, guests and stakeholders
 | 10% |

**4 PLANNING AND ORGANISING**

* Determine effective use of time and plan own workload whilst on shift.
* Anticipate and have plans in place for busy or chaotic periods.

**5 PROBLEM SOLVING**

* Consider the best approach to dealing with emergencies situations.
* In discussion with team members and shift leader consider appropriate responses to complaints.

**6 DECISION MAKING**

* Make decisions on which guests are to be let into the building in the absence of the Team Leader.
* Make decisions in emergency situations in line with procedures that are set out.

**7 KEY RELATIONSHIPS**

* Project Management – The post holder will maintain a relationship with the Manager and Deputy Manager to feedback and highlight any issues at the venue.
* Team Leader – The post holder will report to the Team Leader in the first instance and raise any concerns with them.
* Church volunteers – the post holder will work with the volunteers and ensure that meals are being served in the appropriate manner.

**8 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB**

The qualifications and characteristics that will be required of the person undertaking the role are:

* An SVQ level 3 in Care/Promoting Independence or equivalent is desirable
* Experience of working with vulnerable and homeless people
* An understanding of mental health and addiction issues
* Ability to deal appropriately with challenging behaviour
* Administrative skills and experience in the use of Microsoft Office package especially Word, Excel and Outlook
* Excellent interpersonal skills
* Flexibility to respond to a changing environment
* Stamina for undertaking constant nightshifts
* Strong organisational skills
* Ability to maintain clear & accurate records
* A commitment to working in partnership with other organisations in order to fulfil the project’s aims and objectives
* Required to have and be able to evidence a genuine Christian faith and commitment as a genuine occupational requirement

# DIMENSIONS

* The post holder has no direct reports but will supervise guests
* The post holder will have considerable dealings and communication with guests, external agencies, and church volunteers
* The post holder will participate fully in supervision and appraisal

**10 JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION**

* The post-holder is required to participate in and occasionally lead Christian worship in a work setting and respond to questions about the Christian faith from personal experience, in order to contextualise Bethany’s Vision of working with vulnerable people as an expression of Christian love in action.
* The post is for 31 weeks beginning on Monday 25th September 2023 with a training week (weekdays, 9am-5pm). The project commences on Wednesday 4th October 2023 and ends on Tuesday 30th April 2024.
* Holiday entitlement will accrue during the contract period (including annual and public holidays). It is preferable that holiday leave is paid at the end of the contract period; however, any request for holidays during the period will be considered but must be viable for the business and approved by the Project Manager.

**11 CREATION AND REVISION**

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| **Created** | 29.08.13 |
| **For Review** | July 2021 |
| **Reviewed** | June 2023  |