

Job Description

Night Shelter Team Member

Winter Night Shelter

1st December 2026 – 31st March 2027

The successful applicant for this role within FirmFoundation's Night Shelter will be reliable and demonstrate good leadership skills when interacting with guests and volunteers. The applicant should display confident interpersonal skills and the ability to manage difficult situations. You will be expected to know and implement the Shelter's policies and procedures, adhere to agreed working rota, and work as part of a wider team.

You will be supervising, coordinating, or providing sleepover on-call assistance overnight at the mixed male and female Winter Night Shelter which provides up to 20 dormitory bed spaces.

Objective

To provide a combination of coordination and supervision for guests and volunteers at FirmFoundation's Winter Night Shelter. These shifts include a Waking Night Shift, Shift-Lead & Sleepover and Assist Shift enabling the Night Shelter to operate with two members of staff from 19:00 to 08:00

Responsible to

Client Services Manager

Salary / Hours

Waking Night £174.52 per Shift	From 21:00 to 08:00. You will be required to work between two and five shifts a week.
Shift-Lead & Sleepover £118.75 per Shift	From 18:30 to 22:00, Sleepover period 22:00 to 06:00, awake and on shift from 06:00 to 08:00. You will be required to work between three and five shifts per week.
Assist £39.65 per Shift	From 18:30 to 21:00. You will be required to work between two and five shifts per week.

Requirement

FirmFoundation will apply for a DBS check. This should be within satisfactory parameters including two satisfactory references.

Duties

Waking Night Shift

- Assume full responsibility for the shelter from 21:00 to 08:00. Liaise with the Shift-Leader to discuss any issues that have arisen during the evening. You are welcome to come earlier and have the evening meal if you prefer.
- Stay awake throughout the night and resolve any issues that may arise.
- Oversee the distribution in the evening and the packing away of all the beds and equipment where required.
- Provide clear and accurate records of the night.

FirmFoundation
45 Angel Road, Harrow,
HA1 1JZ

T: 020 8426 5515 office@firmfoundation.org.uk www.firmfoundation.org.uk
FirmFoundation is a registered charity in England & Wales. Charity No: 1143823

Shift-Leader & Sleepover

- Arrive at 18:30.
- Open the Shelter site ready for the evening's operation, in line with agreed opening times and procedures.
- Welcome and check in volunteers, clients, and befrienders as they arrive, ensuring everyone is briefed on the evening's arrangements.
- Assist catering teams to bring in food items
- Manage client registration accurately.
- Allocate beds to clients each evening, considering any relevant welfare, safety, or support considerations.
- Write regular shift reports using In-Form client relationship platform.
- Ensure dinner is served promptly and catering teams are clearly instructed.
- Assist the Waking Night Staff with clients and venue.
- Provide a clear precise handover written.
- Sleepover hours from 22:00 to 06:00
- Morning shift from 06:00 to 08:00
- Ensure the site is closed correctly at the end of each shift, in line with agreed closing procedures.
- Leave the venue in good order, clean and tidy, both inside and outside, as agreed.
- Confirm all guests have left the building, and the premises are secured before departure.

Assist

- Arrive at 18:30.
- Assist the Shift-Lead with clients and the venue.
- Ensure the site is clean, tidy and secure.
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Required duties for all roles

- Make sure the venue is left in good order, being organised inside and outside as agreed.
- Maintain a safe and secure environment for staff, guests, and volunteers.
- Be aware of guests' needs and wellbeing, always exercising an appropriate duty of care using Trauma Informed Approaches towards all clients.
- Ensure clients are managed correctly and appropriately throughout their time at the Shelter, including during arrival, registration, and departure.
- Demonstrate the ability to deal with difficult or challenging situations.
- Undertake any other relevant duties as required.
- Maintain a friendly, supportive environment and cultivate positive relationships with guests, colleagues, and volunteers.
- Follow best practice procedures for the security and safety of guests and volunteers.
- Carry out regular checks at the Shelter
- Adhere to FirmFoundation's operational and Health & Safety Policies in all aspects of your work.
- Maintain clear lines of communication with volunteers and FirmFoundation staff.
- Ensure Food Hygiene and cleaning protocols are followed and implemented.
- Undertake any other duties to aid the good running of the project, as required by the Client Services Manager.
- Set up and help serve a simple breakfast for guests in the morning.
- Adhere to agreed working rotas, including shifts that fall on weekends and public holidays; flexibility is required.
- Attend training, team meetings, and other activities as required.

General requirements

- To uphold the Christian values and ethos of the Charity.
- To ensure the Equal Opportunities Policy is implemented in all aspects of the work.