

Bedford Winter Night Shelter Shift Leader Roles

From 1st December 2023 to 29th February 2024

Evening Shift Leader

Time required: 7pm – 10.30/11pm

Venue: 56 Harpur Street, Bedford, MK40 2QT

Role: To lead the evening shift in running a welcoming and safe space for rough sleepers seeking shelter for the night

- Be at 56 Harpur Street promptly to open the building
- To gather the team at 7pm to ensure everyone is confident in how the evening will run
- Delegate the various jobs for the evening (ensuring sleeping facilities are prepared, food is prepared, games are out etc)
- Check the list to see who we already know is coming in that night
- Ensure robust risk management on entry for guests
- Facilitate the team in making guests feel welcome
- Ensure all documentation is complete on who has entered the building to handover to night staff
- Support staff in the case of an aggressive incident to help maintain calm as much as possible and call the emergency services if required

Overnight Shift Leader

Time required: 10.45pm – 7.15am

Venue: 56 Harpur Street, Bedford, MK40 2QT

Role: To be responsible for maintaining a peaceful and safe night for guests

- Take handover notes from evening shift to ensure you know who is staying
- Monitoring movement in the building
- Checking on sleeping area periodically
- Serving drinks if a guest is awake needing refreshment
- Preparing kitchen area for breakfast
- Processing any laundry which needs doing on site

- Answering the door when appropriate and responding to need as it arises in accordance with our risk assessment procedures
- Preparing handover notes for morning team

Morning Shift Leader

Time required: 7am - 8.30am

Venue: 56 Harpur Street, Bedford, MK40 2QT

Role: **To lead breakfast time and preparing guests for the day**

- Welcome the team for that morning and ensure they are confident in procedures
- Collate handover notes from night staff ready to discuss with the outreach worker on duty that day
- Facilitate team serving breakfast
- Help maintain a friendly and calm environment
- Ensure (alongside team) that guests are prepared for their day. If appropriate that they have shower slots booked, they are aware of other appointments they may have and where there are warm spaces available
- Ensure the sleeping and kitchen areas are tidied ready for the evening
- Ensure guests have left by 8am