

**Bristol Nightstop Project Co-ordinator**

**Job Description**

**Salary:** £23,000- £27,000 subject to current job evaluation process scheduled for completion in late Summer

**Working Hours:** 37.5 per week, 12 month fixed-term contract

**Leave:** 33 days (inclusive of bank holidays)

**Location:** Pritchard Street, Bristol

**We offer:** Flexible working; 5% workplace pension

**Responsible to:** Operations Manager

**Conditions:** An Enhanced Disclosure DBS Check is required for this post.

**Who we are**

Caring in Bristol’s vision is creating a city empowered to solve homelessness. We work in imaginative and creative ways with people experiencing or a risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond.

We are small yet highly ambitious and have significantly expanded our reach over the last three years to fund the work we’re passionate about in our city. COVID-19 has transformed the strategies needed to support people at risk of or experiencing homelessness in Bristol, pushing many into precarious housing situations and creating large numbers of newly housed people that could fall back into homelessness. Young people have been disproportionally affected by the pandemic, so our youth services are more important now than ever.

**Our values**

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| ***Collaboration***  We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. | ***People first***  We value human relations, and the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity. | ***Focus on the end goal***  We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness. |

**The role**

Bristol Nightstop works with young people aged 18 – 25 years who are homeless or at risk of homelessness. The aim of the service is to provide support, offer independent expert advice, help them to return home where possible or secure a safe place to stay via our host volunteer network, if no other options are available to them.

This role will focus on the day to day running of the Nightstop service, expertly assessing the needs of young people in housing crisis to help them to improve their situation and prevent them from rough sleeping or using unsafe temporary housing options. It will offer holistic support and advice to young people, primarily around their housing needs. It will support the Nightstop Host Co-ordinator to recruit, train, manage and retain our community Nightstop volunteer hosts and drivers.

The Nightstop Coordinator will be required to work flexible hours on occasions and provide out of hours on-call support, to meet the needs of the young people and our volunteer hosts.

**Diversity**

We are committed to increasing diversity of staff within Caring in Bristol and within the Charity Sector as a whole.

We especially welcome applications from people with lived experience of homelessness. Black, Asian and ethnic minority candidates are particularly encouraged to apply for these roles. We welcome applications from everyone who meets the requirements of the Person Specifications. We encourage applications from all gender identities and sexual orientations; we are committed to equal opportunity, equal treatment and respect for every individual. If you have special access requirements, please do let us know.

We offer, and value, flexible working. As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.

**How to apply**

To apply, To apply, please submit a completed application form to recruitment@caringinbristol.org.uk with the subject line: *Your Name* – *Bristol Nightstop* ***Project Manager***

**What we’re looking for**

* **An experienced, motivated support worker.** You’ll have experience of working with vulnerable people with the ability to expertly assess their needs and identify potential risks. Ideally, you will have experience of working with young people and be passionate about improving their circumstances.

* **A relational approach.** You understand the importance of building trusting relationships with young people, you take a person-centred approach to providing support and seek to empower others.
* **An excellent communicator.** You are a confident communicator both written and verbal, with the ability to listen well and tailor your approach to create rapport and influence.
* **A team player**. You will enjoy working as part of a cohesive and dynamic team, offering flexibility and a willingness to support your colleagues.

**Key tasks**

* Assessing the needs of young people and supporting them to return home or seek and find alternative, safe accommodation.
* Arranging and facilitating placements with Nightstop hosts, providing ongoing support and advice to young people accessing Nightstop, as appropriate to their needs.
* Supporting the Nightstop Host Co-ordinator with the recruitment and management of Nightstop volunteer hosts, ensuring that they receive the necessary training and support to provide safe and nurturing short-term placements for young people in crisis.
* Promoting the service to partners across the city, maximizing fundraising, marketing, and development opportunities.

**Project delivery and practice**

* To assist with the day-to-day operations management of Bristol Nightstop, ensuring that the service is efficient, effective and responsive to the needs of young people in crisis.
* To lead on the assessment of new referrals, expertly identifying relevant risks and needs to ensure that the Nightstop service is an appropriate option for them.
* To work with the Nightstop Host Co-ordinator to arrange and facilitate successful hosting placements.
* To provide tailored, ongoing support to the young person, providing direct advice and guidance and signposting to specialist services to meet their needs. Areas of focus will include housing, mental/physical health, building/maintaining healthy relationships, securing appropriate benefit income and encouraging meaningful use of their time (especially with regard to education, employment and volunteering opportunities).
* To support the Host Co-ordinator with the recruitment, management and retention of appropriate volunteers, including the delivery of appropriate training.
* To assist with the development of new processes and procedures that enhance the efficiency, effectiveness and safety of Bristol Nightstop.
* To support the wider youth team in their work where appropriate.
* To be part of an on-call rota.

**Development and partnership working**

* Create effective collaboration networks with key organisations in Bristol so that young people are supported to access relevant, specialist support.
* Contribute to sharing best practice with other organisation in the sector; proactive in learning from others/other organisations.
* Championing the work of projects in various settings and contributing to fundraising initiatives to secure the future sustainability of the projects.

**Reporting, monitoring and evaluation**

* To report on progress and development to the Operations Manager in a timely manner and a format as agreed.
* To develop and maintain the client and volunteer databases, ensuring data is accurate and GDPR compliant.
* Support the evidencing, monitoring, and evaluating the work of our youth services and establishing a culture of learning through doing, in relation to an agreed work plan.
* To keep accurate records of young people’s data as appropriate, including measuring their progress and development.

**Volunteer Recruitment and Management:**

* Supporting the recruitment, training and management of volunteer hosts and general volunteers that can support our work.
* Managing host and volunteer availability and commitment and arrangements around expenses.
* Supporting the development and facilitation of a comprehensive training package for volunteer hosts

**Other Responsibilities**

* Promote the aims and objectives of the Charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.
* To follow organisational policies and procedures and observe the Code of Conduct.
* To actively participate in and attend supervisions, annual appraisal processes and identified training.
* To actively support our general fundraising, social media and marketing.

**Skills and experience**

We expect you to meet most of these criteria. However, we don’t expect you to meet *every* point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

* A proven track record of providing support to vulnerable people in housing crisis, including an extensive knowledge and understanding of the relevant, specialist services available in the city. An understanding of the specific needs of young people.
* The ability to identify and safely manage any safeguarding concerns.
* A partnership mind-set and relationship development skills, with the ability to achieve beneficial outcomes for all parties.
* An excellent communicator both written and verbally with an eye for detail.
* Experience of monitoring and evaluation processes and the safe handling of data.
* A positive, flexible problem solver.
* A passion to change Bristol for the better.
* Empathy with Caring in Bristol organisational values.