

**Shelter Project Manager**

**Job Description**

**Salary:** Scale E (starting salary £27,515 - £30,865 with future potential to increase to £34,215)

**Working Hours:** Full-time @ 37.5 hours per week. This is a 12-month fixed-term contract which may become permanent, subject to funding.

**Leave:** 33 days (pro rata, inclusive of bank holidays).

**Location:** Across our offices in St Pauls (BS2 8RH) with some work at the shelter in Kingswood (BS15 8AF) with some opportunity for hybrid working arrangements.

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

**Responsible to:** Head ofOperations

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

**Diversity**

We are committed to increasing diversity of staff within Caring in Bristol and welcome applications from everyone who meets the requirements of the Person Specification, especially from people with lived experience of homelessness. Black, Asian and ethnic minority candidates are particularly encouraged to apply. 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.

**Who we are**

We are Caring in Bristol. We are a local charity with a mission to solve homelessness in our city. From early prevention to emergency support, we work together with our community to create innovative services that support some of the city’s most vulnerable people. Almost all of our projects are co-delivered by dedicated volunteers, who are integral to our work.

This role sits within our youth team, which supports people aged 16-25 who are homeless or at risk of homelessness and experiencing multiple disadvantage. We aim to intervene early in their adulthood to break the cycle of homelessness and build trusting relationships which empower them to move from crisis to sustainable independent lives. This is an exciting time to join the team, as we launch **Z House**, our innovative new youth shelter model. You will have the opportunity to pilot a new approach within Bristol, as well as making a lasting impact on the lives of our young clients.

**The role**

The project manager will lead on setting up and managing the new youth shelter. The project will provide emergency short-term accommodation in a residential property in BS15 for up to 4 clients aged 18 – 25. It will be staffed by volunteers overnight, and we will also provide some daytime support to empower the young people to work towards living independently. You will be responsible for ensuring the shelter house is well-equipped and maintained to provide a safe and comfortable environment for our clients.

The project manager will have line management responsibility for one staff member, the Z House Coordinator, who will lead on recruiting and coordinating the shelter volunteers, ensuring they are recruited, trained, and allocated to appropriate shifts. The Z House Coordinator will also support you with assessing the needs of young people in housing crisis to establish their suitability for the shelter, and provide ongoing help facilitate their smooth transition into appropriate, longer-term accommodation.

As Z House Project Manager, you will take ownership of the out-of-hours on-call arrangements and lead on neighbourhood relations. You will oversee our recently introduced ‘’Snacks’’ drop-in service, which uses volunteers to provide light-touch support for young people including Z House clients. This currently operates one afternoon per week.

You will join a group of project managers across the organisation to ensure that our volunteer management, data systems and performance monitoring are best practice.

**KEY RESPONBILITIES**

1. Setting up and managing the Z House project, ensuring a gold standard service to our young clients.
2. Providing line management to the Z House Coordinator.
3. Leading on the on-call arrangements (and participating in this rota yourself).
4. Managing Caring in Bristol’s relationships with the property landlord and the community around the shelter house.
5. Developing our new drop-in service to offer daytime support to Z House clients and other appropriate internal and external referrals.
6. Working as part of a broader charity team to maximise fundraising, marketing and service development opportunities.

**People Management**

* Line management of the Z House Coordinator to include structured objectives, supervisions, and ongoing support in place to ensure they can deliver their work to the best of their abilities.
* Responsibility for organizing and overseeing the shelter on-call arrangements.
* Collaboration with other line managers across the organisation to ensure we exhibit best practice people management and work within Caring in Bristol’s frameworks and protocols.

**Project delivery and practice**

* To initialise the Z House project, with support from the Head of Operations, ensuring that it will launch and operate within current time and budgetary plans.
* To manage day-to-day operations of the Z House, ensuring that the service is efficient, effective, and responsive to the needs of young people in crisis.
* Overseethe arrangement and facilitation of successful short-term shelter placements of appropriate young people into the accommodation.
* Manage the assessment of new referrals, identifying relevant risks and needs to ensure that the shelter is an appropriate option for them.
* To help design and deliver tailored, ongoing support to the young person, providing direct advice and guidance and signposting to specialist services to meet their needs.
* Development of processes and procedures that enhance the efficiency and impact of the shelter.
* Oversee the ongoing safety of the shelter, ensuring risk assessments are produced and maintained to uphold the welfare of our staff, volunteers and clients.
* To ensure that the shelter is clean and well equipped/maintained, resolving any property maintenance issues that may arise.
* To support the wider youth team in their work where appropriate.
* To be part of an on-call rota.

**Development and partnership working**

* Lead on managing Caring in Bristol’s relationship with our neighbours and the wider community around the shelter.
* 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 Head of Operations in a timely manner and a format as agreed.
* To develop and maintain the volunteer and client 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 peoples’ data as appropriate, including measuring their progress and development.

**Volunteer Recruitment and Management:**

* To support the recruitment, management and retention of appropriate volunteers.
* To oversee the management of Z House volunteers ensuring their safety, welfare and quality of experience.
* To support the development and facilitation of a comprehensive training package for shelter volunteers.

**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.

**What We Are Looking For:**

* Experience of providing support to vulnerable people, including knowledge and understanding of the relevant homelessness services available in Bristol.
* An understanding of and commitment to the specific needs of young people.
* Experience of setting up and/or managing new services in the homelessness sector or similar.
* Strong understanding of health & safety and risk assessment, with experience of responsibility for the welfare of clients and staff.
* The ability to identify and safely manage any safeguarding concerns.
* Experience recruiting/managing people and providing them with exemplary support. Ideally you will have experience of line managing staff as well as volunteers.
* 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.