

## Boaz Women's Night Shelter Coordinator

The Boaz Trust is a Manchester-based Christian charity, seeking to serve some of the most vulnerable people in our community who are seeking asylum from persecution in their home countries. We are a small group of passionate and dedicated team players, who see past the everyday obstacles and have the resilience and tenacity to pursue change.

At Boaz, we support clients by providing accommodation, food and practical and pastoral care so that they can begin to move on with their lives. We are currently looking for someone to join our team who is committed to ending destitution for those who have sought asylum in the UK.

If you want a job where you can make a real difference in people's lives, then please read on.

**Please note the closing date is 5pm on Tuesday 18<sup>th</sup> April 2017.**

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In this pack:

- Understanding who we are and what it's like to work at Boaz
- What the role involves and the person we're looking for
- How to apply and when you'll know if you've been successful

### Who are we?

The Boaz Trust is a Manchester-based Christian charity working with destitute asylum seekers and refugees. Our vision is 'life in all its fullness' for those seeking sanctuary in the UK. Boaz provides accommodation, food, and practical and pastoral care for people who have been made destitute during the asylum process. This enables the people we work with to rebuild their lives and hopefully move towards a resolution of the situation that made them homeless. At peak times Boaz accommodates over 70 individuals through our winter night shelter, shared housing and our hosting scheme.

### What's it like to work with us?

We're a fairly small staff team (12 people, two thirds of whom are part-time) currently working out of an office in the Mustard Tree building in Ancoats, although we're moving to the Kath Locke Centre in Hulme in early April 2017. While we may be small in numbers we share a big passion for our work.

Boaz started 12 years ago, as an outworking of Dave Smith's Christian faith and the desire to serve others, particularly the vulnerable. The team's strength and motivation is very much drawn from our shared faith, and this underpins all that we do. Whilst we work with a diverse range of people (of all faiths and none) and do not evangelise, our sense of Christian identity is certainly key to how we tick.

It can be tough to work at Boaz, as we often see people when they are very low, dealing with very difficult situations, but we try to keep focused on the positive elements of our work. It can be hard but it's definitely rewarding. Hearing a client say 'Boaz has helped me in so many ways- they have helped me put my life together' is certainly motivating, and reminds us why we do what we do. We find humour, strong coffee and cake also help, as we try to create a warm and welcoming atmosphere in the office.

The values which define how we seek to work as an organisation are:

**Christ-centred** (rooted in the teachings of Jesus Christ, we seek to serve those who society sees as the least, the last and the lost)

**Excellence** (we strive for professional excellence with integrity in all our working practices)

**Empowerment** (we want to see the people we work with (including clients, volunteers, staff and supporters) equipped and released to discover meaning and purpose in their lives.)

**Restless for justice** (we shine a light on injustice, especially where people seeking sanctuary are treated unfairly and we will fight to see change happen)

**Servant-hearted** (we adopt an attitude of service within the organisation and beyond, putting the needs of others before our own)

**Generosity** (we extend a welcome to all we meet, sharing hospitality, kindness and love, and treating everyone with dignity, regardless of their background)

One of our values is servant-heartedness, and this applies to how we treat each other as much as how we work with our clients. We all muck in if the pressure's on and everyone shares in the things that keep the office ticking over, like washing up each day. The daily times of combined team meeting, sharing and prayer are key to helping the team function and thrive.

Our clients often refer to Boaz as family, which we regard as a huge compliment. We constantly strive to keep the balance between professionalism and warmth; treating each person with dignity and as an individual is vital for us.

We hope you would find this a fun, friendly, challenging and stimulating place to work. If you share our passion to see destitution ended and positive changes to the UK asylum system, doing what we can to make life better for those seeking refuge in the meantime, then you should definitely apply.

## About this job

For the last 9 years, we have run a winter night shelter across a number of local churches, providing an early evening reception venue, hot meal, bed and breakfast for up to 12 asylum seeking and refugee men each night. Each location has its own volunteer venue coordinator, who oversees the venue and the volunteers who fulfil a variety of roles including drivers, cooks, servers, breakfast makers and sleep over volunteers. Since October 2016, over 300 volunteers have been involved in the shelters and more than 50 men have stayed with us. Initially this service was just for men whose asylum claims had been refused, but increasingly we've seen homeless refugees referred to the shelter.

This year we have been given the opportunity to pilot a similar night shelter scheme for women, who have found themselves homeless through the asylum process. The women's night shelter will run from October 2017 through to the end of April 2018 and this new women's night shelter coordinator role is therefore absolutely vital! You'll be responsible for building relationships with churches (and other groups) who are interested in hosting our women's night shelter. You'll work together with our men's night shelter coordinator to develop and deliver training to teams of volunteers, ensuring they are able to work safely and supportively with the women who use the shelter. As we build our team capacity in this area, we think we have an exciting opportunity to develop our night shelter provision, as we strive for excellence, making sure we offer great service and support to volunteers and clients alike.

Although the night shelter runs from October through till the end of April, we have deliberately made this a year round role. This is partly to ensure continuity and also to provide opportunity for meaningful evaluation and reflection. In the quieter months (the summer period) we will expect the role holders (both men's and women's night shelter coordinators) to "muck in" with the team, which may include providing general office cover, or helping out on specific projects, before the work for the new season starts.

We are therefore looking for someone who is extremely well organised, an excellent communicator and who is able to envision and inspire other people. You need to be able to think on your feet and work well within a team as well having a sense of compassion and a desire to serve. If this sounds like you- please read on!

## Job Description

|                   |   |
|-------------------|---|
| Job Title:        | <b>Boaz Women's Night Shelter Coordinator</b>   |
| Location:         | Boaz Trust, Kath Locke Centre, 123 Moss Lane East, Manchester M15 5DD (from 3 <sup>rd</sup> April 2017) |
| Salary:           | Band 3<br>(Starting salary £20,100 for full time roles, pro rata for part time)                         |
| Hours of work:    | 22.5 hours per week worked flexibly (0.6 FTE)<br>Some evening and weekend work will be required         |
| Holidays:         | 25 days per annum, plus 8 statutory / bank holidays (pro rata)  |
| Benefits:         | Pension scheme and travel expenses  |
| Responsible to:   | Chief Exec  |
| Contract length:  | 1 year initially, to mid May 2018<br>Renewal subject to continuation of the project                     |
| Probation period: | 3 months  |

### **Main purpose of the role:**

In accordance with the Christian ethos and values of the Boaz Trust:

- To establish the Boaz women's night shelter
- To manage all operational aspects of the Boaz women's night shelter including venues, volunteers, equipment ensuring the project runs as smoothly and efficiently as possible
- To work in close partnership with the men's night shelter coordinator, to build on our existing training materials, client support and resources, and any other areas of development related to the night shelters.

### **Specific duties and responsibilities:**

*To prepare for the women's night shelter to open:*

1. To identify and recruit 7 overnight host venues (and also an evening reception venue)
2. To provide appropriate information, resources and support for host venues to make sure that they are ready to receive clients when the night shelter opens in October 2017

3. To organise and deliver training for the venue coordinators and volunteers
4. To work collaboratively with each venue coordinator to ensure that they are appropriately staffed, briefed and ready to receive guests according to the referral process.

*To ensure good and productive relationships with partner agencies:*

5. To ensure a clear referral pathway for women with all partner agencies , and to maintain positive relationships with partners (local and national, statutory and voluntary)
6. To develop and maintain positive relationships with relevant local organisations
7. To provide accurate information for reporting purposes to our funder

*To support the clients in the night shelter:*

8. To maintain and update database records in a timely way, ensuring confidentiality and accuracy
9. To ensure that clients feel safe and comfortable in the accommodation, and be able to take prompt and appropriate action to address any issues that arise
10. To work with the Client Support Team to ensure smooth transition in to Boaz (or other) accommodation, as appropriate

*To play an effective role in the team:*

11. To work collaboratively and communicate effectively with other frontline staff (in particular the Client Services Manager, Night Shelter Coordinator (men), Housing Manager and Office and Reception Manager) to ensure past, present and potential asylum seeking and refugee clients are dealt with professionally and appropriately
12. To be part of the emergency (out of hours) telephone rota
13. During the "off peak" months (mid May - mid September), to provide general support to the team which may include office cover, additional capacity to the client support team (e.g. support for wellbeing activities), the possibility to get involved in other areas of our work.

### **Role and responsibilities within the daily life and working of the wider team**

- To be committed to and supportive of the Boaz Trust's values and ethos.
- To participate in daily prayers/team meetings, ideally taking turns to lead.
- To participate in the full life of the team which will include sharing in provision of office cover and admin tasks, participating in away days and other times of team reflection, planning and development where appropriate
- To work collaboratively and communicate effectively with other Boaz staff and volunteers whenever necessary
- To comply with Boaz Trust policies and procedures

**Specific requirements:**

The post-holder will ideally have their own transport, and will be expected to use it in carrying out some of the job duties above. Mileage will be refunded.

**Note: This role description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above responsibilities. This job description does not form part of the employment contract and we reserve the right to review it with the post-holder as necessary.**

## Person specification

| <b>Job Title: Women's night shelter coordinator</b> |   |   |
|---|---|---|
| <b>Specification</b>                                | <b>Essential</b>  | <b>Desirable</b>  |
| <b>1. Education/ Training</b>                       | A levels or equivalent qualification  | Relevant degree   |
| <b>2. Proven experience</b>                         | <p>Working with (i.e. leading / coordinating / managing) volunteers</p> <p>Working with marginalised or vulnerable individuals in a supportive capacity (paid or voluntary)</p> <p>Effective team-working, maintaining supportive relationships and contributing positively to team formation and function</p> <p>Independent working, using appropriate levels of judgement and initiative</p>   | <p>Working with asylum seekers and refugees</p> <p>Working with people who are homeless</p> <p>Working in a small charity</p> |
| <b>3. Skills and abilities</b>                      | <p>Excellent interpersonal skills, including:</p> <ul style="list-style-type: none"> <li>-Ability to listen</li> <li>-Empathetic approach to people in difficult circumstances</li> <li>-Ability to mediate and resolve conflicts</li> <li>-Ability to interact with shelter guests in a positive and respectful manner</li> <li>-Ability to encourage and motivate church coordinators and volunteers</li> </ul> <p>Time management and ability to manage and prioritise own workload</p> <p>Proficient in the use of Microsoft Word, Excel, email, databases and the internet</p> <p>Problem solving approach to work</p> <p>Understanding of healthy working practices and ability and willingness to use available support systems (e.g. supervision, training)</p> | <p>Understanding of asylum issues in the UK</p> <p>Understanding of the local refugee sector</p>                              |

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|--|--|----------------------|
| Specification                                | Essential  | Desirable            |
| <b>4. Attributes</b>                         | Positive 'can-do' attitude<br><br>Calm yet appropriately assertive under pressure<br><br>An open and accepting approach to all, regardless of religion, ethnicity, disability, age, gender or sexuality<br><br>Entirely empathetic with the Christian values and aims of the Trust | Practising Christian |
| <b>5. Additional requirements</b>            | Willingness to work outside office hours<br><br>Willingness to work flexibly- able to support team members in different areas of our work  | Driving license      |

## Recruitment process

We hope this application pack has helped you understand the role of women's night shelter coordinator and decide whether this is a role you'd like to apply for. If you have any unanswered questions please do contact Ros Holland, Chief Exec on [info@boaztrust.org.uk](mailto:info@boaztrust.org.uk)

If you would like to apply for this job, please complete the application form and Equal Opportunities Monitoring form and return to the Boaz Trust for the attention of Ros Holland ([info@boaztrust.org.uk](mailto:info@boaztrust.org.uk)) by the closing date (**5pm on 18<sup>th</sup> April 2017**).

**Please note it is especially important that you give as much information as possible in section 7, "Supporting Information".** All shortlisted candidates will be informed during the week commencing **24<sup>th</sup> April** and interviews are likely to be **Wednesday 3<sup>rd</sup> May 2017**.

Please visit our website to download an application form:  
[boaztrust.org.uk/Job-opportunities/](http://boaztrust.org.uk/Job-opportunities/)