

# Streetlytes is recruiting!



## Part time Drop in coordinator

**Hours:** 9.5 p/w

**Comprised of:**

- 6.5 hours on site, Mondays 2.00-8.30pm
- 3 hours admin, to be completed outside of core hours

**Pay:** £11.95 p/h

## Role description

Streetlytes are looking to appoint a co-ordinator to oversee our weekly drop-in service, providing a cooked meal, supplies and friendship to homeless and vulnerably housed people in West London.

Working with the board and head chef, the successful candidate will oversee the smooth operation of our weekly service, supporting a large volunteer pool, maintaining relationships with venue managers, and providing leadership outside of the kitchen. Reporting directly to the board, this is an opportunity for a committed, motivated individual to develop the quality and reach of a dynamic small organisation. The successful applicant will:

- run our London drop-in and lead the head chef and volunteer team
- co-ordinate, support and manage our volunteers
- recruit and induct new volunteers
- coordinate the distribution of essentials and additional food items at the drop-in
- provide regular reporting on use of the service and drop-in expenses

## Responsibilities

### On site duties (Mondays, St Stephens W12):

1. To welcome volunteers and allocate volunteer responsibilities (Kitchen/non kitchen)
2. To ensure that guests are welcomed and aware of what is on offer
3. To supervise and manage volunteers in the hall and outdoor space, including the distribution of food and supplies
4. To lead the hall volunteers team to set up tables and serving station (before session), seat guests, serve food and clean away rubbish (during session) and safely clean up and pack away the room (post session)
5. To ensure the outdoor space is set up and staffed by volunteers at all times, and that corridors and bathroom spaces are regularly checked
6. To act as main contact for any other drop-in services/groups attending ensure any additional services (ie advice workers) are welcomed/ supported/visible
7. Act as overall lead if there is an emergency (ie fire), and record any accidents or incidents
8. Ensure the buildings are left clean, empty and secure

### Volunteers and staff:

1. To ensure the chef and required number of volunteers are able to attend each week
2. To liaise with the chef volunteers between drop-ins, to coordinate attendance and ensure good relationships
3. To respond to volunteer request enquiries

4. To implement a standard volunteer training and induction process, including by ensuring new volunteers are shown around the building and to the fire assembly point
5. To act as main point of contact for any staff or volunteer concerns or complaints, ensure that these are recorded and communicated to the board where needed
6. Keep in touch with volunteers regularly and provide opportunities for them to meet as a group outside of the drop in where possible (socials, training etc.)
7. To promote training opportunities (first aid, health and hygiene etc) and communicate requests for training to the board
8. To develop and maintain relationships with external providers to offer additional services at the drop-in
9. To source new volunteers for the, and build relationships with other local services to signpost potential guests and volunteers

#### **Administrative duties:**

1. To check the Streetlytes email account on a weekly basis to respond to donation and volunteer offers, and action or escalate accordingly
2. Be the overall contact for St Stephens (for the chef, board, external services, post etc)
3. Take overall responsibility for ensuring that records and receipts are kept for payments made, volunteers are reimbursed, and requests for further funds are communicated to the board
4. To coordinate a record of our activity each week (services attended, supplies provided, meals served), and a regular snapshot of guests and their experiences
5. To keep in touch with the board at least once a month to report on the above and communicate any needs/problems/ concerns or questions
6. To alert the board to any incidents, funding requests or supply needs
7. To adhere to and apply all existing policies and procedures, including health and safety and vulnerable people's policies

#### **Person specification**

##### **Essential:**

- Experience of working within or supporting a volunteer team
- Experience of working within a team responsible for service delivery
- Experience of managing and working within a budget
- Ability to coordinate a volunteer team and work on own initiative
- Ability to manage own workload, meet deadlines and be self administrating
- Ability to communicate effectively verbally and in writing, with a good standard of written English
- Computer literate, with a working knowledge of Microsoft Office or Google documents and the ability to maintain administrative records
- A passion for supporting homeless and vulnerably housed people

##### **Desirable:**

- Experience of coordinating drop in advice or support services
- Experience of coordinating a volunteer team
- Experience of homelessness services
- Experience of building and sustaining partnerships or networks

**N.b.** This role is subject to a basic DBS check, and requires proof of your right to work in the UK.

#### **To apply**

Please email a CV and covering letter addressing the person specification above to us at [board@streetlytes.org](mailto:board@streetlytes.org) by 23:59 on Friday 26 May, 2023.