

<b>Job Title</b>	Overnight Welcome Centre Team Lead
<b>Job Reference</b>	22OWCTL
<b>Reports to</b>	Winter Project Manager
<b>Location</b>	Central Glasgow Location
<b>Salary</b>	£14.78 per hour
<b>Hours</b>	Typical shift patterns are 5-on / 5-off with options for shifts in Morning (08:00 – 15:15) Afternoon (15:00 – 22:15) Night (22:00 – 08:15).
<b>Contract</b>	Fixed term: 01 December 2022 until 31 March 2023 Plus paid accrued annual leave (pro-rata)
<b>Probation Period</b>	3 weeks

## Position Summary

The vision of Glasgow City Mission is to see our city and its people flourish, and know fullness of life. This post is under the direction of the Winter Project Manager and is responsible for the delivery of Glasgow City Mission's Overnight Welcome Centre. The role will require confidence to work with men and women with complex needs, an ability to work as part of a team and a passion for people who are experiencing homelessness.

The post-holder will be leading a small team of staff and volunteers, and will have overall responsibility for all guests on site and decision-making during a shift. The focus of a night shift is to create a warm, safe and welcoming environment for guests to sleep. During the day, the focus shifts to generating move-on plans for guests, and working closely with partner agencies. Cases are often complex and require good communication and patience.

*Training on the homeless system, personal safety, first aid, suicide prevention and overdose prevention will be delivered in November and successful candidates are required to attend these training days.*

In order to fulfil the Christian Ministry this role entails, applicants should have an active Christian faith with a live church connection in accordance with our Ethos Statement and Values as detailed below. This is an Occupational Requirement in terms of the Equality Act 2010.

This position relates to regulated work and will require membership of the PVG scheme.

## Main duties and responsibilities

- To deliver the service of the Glasgow Overnight Welcome Centre ensuring it is a safe and secure environment.
- To provide leadership for the team of staff and volunteers each night, allocating tasks, supporting individuals.
- To implement policies and take appropriate decisions regarding guests of the centre.
- To liaise directly with the Project Manager, or other managers who provide emergency cover.
- Welcome and register guests as they enter, collect relevant data, and monitor wellbeing.
- Through working positively with partners, create and implement move-on plans for guests using creativity and patience.
- Participate in staff prayer times and lead devotions.
- To maintain a Christian witness amongst guests and offer to pray with them where appropriate.
- To attend team and other meetings deemed appropriate.
- To undertake any training considered appropriate by the organisation and the demands of the post.
- Other duties commensurate with the post under direction of the Project Manager.

## Experience

- Previous experience in health/social care/community/rehabilitation work is desirable.
- Knowledge of the key issues involved in homelessness and drug and alcohol misuse is desirable.
- Experience of leading teams of staff or volunteers in a comparable setting is desirable.

## Skills and knowledge

- An ability to interact with diverse and challenging service users from a variety of backgrounds
- Knowledge of the key issues involved in the provision of services for people who are homeless and/or misuse substances
- Leadership of teams and ability to make decisions in challenging circumstances
- An ability to talk with people who maybe struggling or chaotic in their lives, and to diffuse challenging situations.
- Self-motivated
- Ability to work well within a team setting and create a positive work environment
- Good verbal and written communication skills
- Computer literate

## Working Demands

The Glasgow Overnight Welcome Centre operates night shift and weekend work, throughout the whole winter, supporting people with complex needs.

## Ethos Statement and Organisational Values

The ethos of Glasgow City Mission is the motivation for all our work – it is the reason why we do what we do. It is to work together to extend Jesus’ model of the Kingdom of God on earth by living out a lifestyle of love, truth, justice, mercy and forgiveness, according to his teaching. We are inspired by the message, life and example of Jesus through which God’s unconditional love for all people is expressed. While this ethos is given life through our relationships, the way we work together and behave with one another, both demonstrate and authenticate our beliefs.

This is all rooted in our faith in Jesus Christ and in his love, which compels us to serve others, putting their needs first. When we work together, it is this faith, which directs and influences our internal relationships as well as our work with those who Glasgow City Mission is seeking to serve. In this way we operate on the understanding that our activities are simply an expression of our faith; that our “doing” derives directly from our “being”. There is an essential and indissoluble link between the inner and the outer, the private life and the public face of Glasgow City Mission. The link between who we are and what we do cannot be broken.

### **Our values**

- We treat each person as unique and valuable, created in the image of God
- We cherish deep and authentic community
- We welcome all with compassion and unconditional love

## Our Commitment

Glasgow City Mission will ensure that you are given the support you require to undertake the above tasks, including regular supervision and support with appropriate training and personal development input. Glasgow City Mission also commits to providing a safe environment for work.

## Application Instructions

Please send completed application form & current CV to [info@glasgowcitymission.com](mailto:info@glasgowcitymission.com) including the job reference: 22OWCTL by Thursday 13 October 2022. Interviews will be held on the 24th and 25th October.