

King's Lynn Night Shelter

Night Shelter Senior Support Worker

Job Description & Person Specification

Job title: Night Shelter Senior Support Worker

Responsible to: The King's Lynn Night Shelter Director

Full time. Day shifts 09:30am-6:30pm in addition to a weekly one-hour staff meeting.

Occasional on-call cover 7am-10pm to cover for staff absence.

Salary: £15 per hour. Fixed term contract 1st October 2026 – 30th June 2027.

Annual leave 28 days pro rata plus Public Holidays (which may need to be taken in lieu).

Contract may be renewed in summer 2027 subject to performance and availability of funding.

The King's Lynn Night Shelter is a Registered Charity established in 2017 by Churches Together in King's Lynn to provide safe and welcoming emergency shelter for people who would otherwise be sleeping on the streets or in unsafe accommodation. We believe in providing a high quality and compassionate service to our homeless guests some of whom are likely to have a range of support needs, such as alcohol dependency and mental health concerns. Accommodation is provided for up to 9 guests, 24 hours a day, in single rooms at St John's House, Blackfriars Road. The shelter is staffed by a team of 16 staff led by the Night Shelter Director, supported by around 60 volunteers. In addition to our work caring for our resident guests we have a significant "doorstep ministry" in providing signposting, referrals and emergency items or food for others who are homeless or vulnerably or recently housed.

Purpose of post

To work with the Director and other staff to ensure the smooth running of the King's Lynn Night Shelter and provide one-to-one support to our guests. We are looking for compassionate and resilient colleagues with a mature outlook who are willing to work as part of our staff team building on the good practice and strengths of our work so far to enable the Night Shelter to flourish.

Responsibilities:

1. Work with the Director and second Senior Support Worker to provide a consistent and person-centred service of one-to-one support to our guests, including weekly one to one meetings, referrals, and help to find sustainable longer-term accommodation.

2. Complete Housing Benefit applications on behalf of guests and assist the Director in resolving any queries or appeals.
3. Attend multiagency meetings on a weekly and occasional basis and maintain clear and accurate records of discussions.
4. Support guests to attend appointments if required, including housing and medical appointments.
5. Deputise for the Director during their absence as on-call point of contact for the staff team, including receiving sickness notifications, arranging staff and volunteer cover, and advising staff on shift on matters relating to the care and support of guests.
6. Assist the Director in maintaining a safe and hygienic home for our guests.
7. Undertake any necessary training relevant to the posts including safeguarding training.
8. Work with the Director to establish which shifts will be worked as part of a weekly rota and complete a process of induction.
9. Liaise with external agencies as needed to establish if we can accept a referral, and complete a risk assessment for all new guests.
10. Take responsibility for the safety and wellbeing of guests and volunteers in the building while on shift in accordance with agreed procedures. Occasionally you may need to help our most vulnerable guests with dressing, toilet or accessing a shower if they are unable to do so without help.
11. As part of the risk assessment process, assist with the implementation of approved support plans for guests who are offered a place. Help to communicate this support plan to the appropriate volunteer teams.
12. Assist the Director with providing support to volunteers, including helping maintain appropriate boundaries between volunteers and guests and reporting any incidents.
13. Assist with the completion of mandatory records from each shift.
14. Maintain good, positive relationships with other staff, guests and volunteers and attend regular team meetings.
15. Comply with Night Shelter policies, including Lone Working policies when off site, and ensure while on shift that others do the same.
16. Meet with the Director for supervision regularly.
17. Carry out practical and administrative tasks relevant to the post, including helping maintain a clean and safe environment across the site.
18. Contribute to the end of season report.

19. Other reasonable activities as arranged by the Director to assist the King's Lynn Night Shelter.

Person Specification

The requirement is for:

Two candidates to work a 4-on, 4-off rota across a 7-day week including Public Holidays.

You will also attend a weekly team meeting (08:30am-9:30am on Fridays).

The role will begin with an induction period.

You will be based at St John's House, Blackfriars Road, King's Lynn PE30 1NT.

You will receive supervision, support in your role and the opportunity to attend training sessions including safeguarding, First Aid, mental health and addiction, and health and safety.

The successful candidates will need to provide, in their application or at interview, evidence of the following:

Essential criteria

- Good understanding (or willingness to learn) of difficulties facing homeless people including mental health, addiction, and trauma-informed approaches to working.
- A basic understanding of safeguarding of vulnerable adults.
- Good interpersonal skills, including:
 - Compassionate approach to people in difficult circumstances;
 - Ability to mediate and resolve conflicts;
 - Ability to interact with guests in a positive and respectful manner;
 - Ability to encourage and motivate volunteers.
- Experience of coping with challenging behaviour and ability to take responsibility for the safety and wellbeing of guests and volunteers while on shift.
- Understanding and experience of maintaining confidentiality.
- Understanding and experience of positive team working.
- Understanding of resilience and the effects of stress, and willingness to share concerns.
- Good written and oral communication skills.

- Good computer skills including completing complex online forms and the use of Microsoft Office (Word and Teams) for meeting notes, correspondence and online meetings.
- Ability to be punctual, reliable and flexible.
- Willingness to work sympathetically with a charity based on Christian foundations.
- Commitment to providing an excellent service at all times.

Desirable criteria

- Experience of working or volunteering with vulnerable adults, or with people experiencing homelessness, or in a similar field.
- Experience of supervising staff or volunteers.
- A relevant qualification in current homelessness legislation, or the aptitude to acquire this.

How to apply

Applicants should complete the Application Form available on the Night Shelter's website www.knightshelter.org.uk/work-with-us and send by email (preferred) to Lucy McKitterick (Director) at director@knightshelter.org.uk or post to St John's House, Blackfriars Road, King's Lynn PE30 1NT.

Please complete the whole form carefully. Incomplete applications and CVs will be discarded.

Closing date for applications is **9am on Tuesday 25th August**. Shortlisted candidates will be informed as soon as possible. Interviews will be held on **Thursday 3rd September**.

Employment is subject to the provision of adequate references (one of whom should be your current or most recent employer), completion of a Confidential Declaration Form and enhanced DBS.

The King's Lynn Night Shelter encourages applicants from all sections of the community, including candidates with previous lived experience of homelessness.

For safeguarding reasons all roles at the Night Shelter are open to over-18s only.

King's Lynn Night Shelter is a Real Living Wage Employer.