



## Team Leader Role Description

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### **Purpose:**

To be the person in charge of the Winter Shelter for the night, leading and supporting the volunteer team and guests.

### **Responsible for:**

- Working with church co-ordinator to ensure the building is ready
- Working with volunteers to set up shelter for the night, including all beds, bedding, tables, chairs and other equipment
- Liaising with Manna House about guest bookings and any special needs
- Co-ordinating the volunteer rota (for example if a volunteer hasn't arrived, back-up volunteers will need to be contacted)
- Ensuring that only guests that are booked in are allowed entry and explaining the process to anyone not booked in
- Recording in Log Book if anyone who is booked in doesn't arrive
- Overseeing volunteers preparing the meal and serving food
- Ensuring that guests have been supplied with all necessary toiletries/ welcome pack
- Ensuring that community values, policies and procedures are adhered to by guests and volunteers
- Dealing with any guest or volunteer that breaches the community values in a firm, fair and consistent manner
- Ensuring the accurate and consistent use of the Log Book for reporting issues and concerns
- Ensuring that no volunteer is put in a 'lone working' situation with a guest
- Calling the police in the event of a serious incident
- Contacting the on call Manna House staff in the event of any concerns or uncertainty

### **During and after an incident:**

- Being the lead in a situation e.g. any violence, someone arriving drunk or if any community values are breached
- Responding in an appropriate manner and ensuring the safety of guests and volunteers
- Calling the police if necessary
- Informing the on call Manna House staff member
- Making sure that all significant incidents are recording in the Incident Book