

# SOUTHWARK

## ◆ CATHEDRAL ◆

### **Robes Team Leader**

Southwark Cathedral welcomes a large and increasing number of people every day. Some are tourists visiting a fascinating historic building. Some are worshippers coming either for private prayer or to take part in a service. Some are people who come looking for support, comfort or advice in varying degrees of personal need.



We take part in the annual winter night shelter provision for homeless people in Southwark and Lambeth by hosting 1 night a week for 12 weeks during the winter months.

### **What is a Robes Team Leader?**

As Team Leader you are responsible for the organisation and running of the Robes Project for as many weeks as agreed with the Project Coordinator. It is possible for the role to be shared and you will work alongside 2 other Team Leaders.

### **What would you do?**

All the responsibilities listed below will be shared between the 3 Team Leaders and are not solely the responsibility of one single Team Leader.

### **There are two main areas of responsibility:**

#### **Volunteers**

- Collecting/organising all volunteer contacts for the specific church/location where they will be based before the project starts.
- Create computerised volunteer records.
- Be the point of contact for new and existing volunteers, dealing with enquiries as and when they arise.
- Contact and collect each volunteer's availability and desired role (shift) during the project.
- Create and send out rotas for all weeks of the project, updating the rotas according to volunteer's availability (before project starts).
- Ensure all volunteers have attended required training and relevant documents have been completed and signed.
- Act as advocate for Robes, raising awareness and helping with fundraising.

- Signposting interested parties to the Robes website (<http://www.rob.es.org.uk/>)

## **Venue and Running the Project**

Liaising with the Robes Coordinator and Advice Worker for the latest policy and practice:

- Organise and communicate with the Rector and team at Blackfriars Church in the weeks leading up to the project to ensure everything is in place.
- Keeping an audit of necessary items (food/camp beds/etc.) before/during the project to ensure that the quantity is sufficient, and the condition is satisfactory.
- Ensure venue is kept clean and is in good condition each morning of each week.
- Communicating with the project coordinator about deliveries to the location before/during the project.
- Collect clothes and toiletry items to be given each week to the guests.
- Buy any necessary items each week.
- Provide an email briefing to volunteers ahead of the nights you are Team Leader at the shelter and an in-person briefing on the evening, to outline key roles and responsibilities of volunteers and to remind on aspects of safeguarding.
- Ensure the Evening Cooks have communicated to one another what their responsibilities are.
- Ensure Vegetarian/Vegan food option is on offer each week.
- Maintain confidentiality while communicating any necessary information to the relevant people so they are informed and prepared.
- Check in all volunteers/guests and provide nametags to all.
- Fill out Attendance Sheet and Log Sheet for the evening/overnight/morning and email to Team Leaders and/or Coordinator next day (early as possible).
- Ensure there is sufficient cover for all shifts, each week.
- Encourage guests, offering fellowship and support whilst encouraging them to use Manna/Coordinator/Advocacy worker as their point of contact.
- Encourage volunteers to engage and offer support to guests.

## **What are we looking for?**

While no formal qualifications are required, we do ask that any potential volunteer has the following skills and qualities:

- Good people skills with a non-judgmental attitude.
- An intermediate level of administrative skills.
- Computer literate with knowledge of Excel and Word.
- Good time management.
- Attention to detail.
- A flexible approach to their work.
- Ability to work within a challenging environment.
- Ability to follow and give instructions.

- Good organisational skills.
- Ability to hold confidential information.
- Be 'people focused' / 'people person' as this person will need to be approachable both to volunteers and guests.
- Basic knowledge of safeguarding practice and willingness to be trained on safeguarding of vulnerable adults' or similar.

## **What would you gain as a volunteer?**

As a volunteer with Southwark Cathedral, all volunteers gain:

- The opportunity of supporting a historic London landmark
- Invitations to meetings and other cathedral events.
- An opportunity to enhance your existing skills and develop new ones.
- Discounts in the Cathedral Shop and Café
- A reference for those seeking paid employment (after a minimum satisfactory volunteering period).

## **Other useful information**

- Induction and Training will be provided.
- Expenses will be reimbursed.

## **Application process**

- Potential volunteers are given a copy of the role description and new volunteers are asked to complete a short application form.
- References are requested for new volunteers on return of the application form
- Invitation to attend an informal interview where all potential volunteers will have the opportunity to ask questions.
- Leaders are subject to Disclosure and Barring Service (DBS) checks.
- A recruitment decision will be made (dependent on references and results of DBS checks) and if the applicant is suitable a start date will be agreed.

We are committed to equality of opportunity for all volunteers and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

If you wish to apply, please download the application form on the volunteer webpage and send the completed form to [Cathedral.Volunteers@southwark.anglican.org](mailto:Cathedral.Volunteers@southwark.anglican.org). Or alternatively fill out the online form here: <https://shorturl.at/mrD13>.