

## Mechanics & Logistics

Each shelter venue has a pool of volunteers to draw on and are led by a fellow volunteer “Team Leader” with appropriate experience and/or training.

**The Team Leader** is responsible for:

- 1 Ensuring the shelter runs smoothly and safely at their venue
- Making sure there are enough volunteers to cover the sessions by drawing up a rota  
Ensuring that provisions are available on site to prepare meal and clean up the venue

Each night is structured into three shifts with a person responsible for each shift. This may be the team leader or another volunteer appointed by the team leader and is known as Shift Leader. Typically, shifts operate as follows;

### 6.00-10.00pm Evening Shift

- Open up
- Prepare and cook a hot meal  
Set up tables & chairs and make beds  
Check toilets for cleanliness, soap & towels
- 7.15pm** The whole team should get together for briefing. A good time to introduce new volunteers. Check that they have read the volunteers handbook and check that everyone knows the fire drill. The Project Coordinator to pass on any concerns from the previous night. Jobs to be allotted to volunteers. Where appropriate finish with prayer.
- 7.30pm** Doors open book guests in for the night and for the following night. **If anyone arrives who is Under-18, be aware, there is a legal duty to inform police & social services**
- Show new guests around  
Serve tea & coffee over the course of the evening
- 8pm** serve the meal  
Wash and tidy up after the meal  
Organise social activities for the guests e.g. games of draughts, jigsaws, dominoes, TV, quiz night etc.  
Record any incidents in the log book

### 10.00pm- 6.00am Night Shift

- Securing the building
- make sure everyone is comfortable and settled in for the night
- 11pm** Lights out. All guests should adhere to lights out and quiet  
There should be one volunteer awake throughout the night, in case of need  
Record any incidents in the log book

### 6.45- 9.00am Morning Shift

- Put on urn & Cook breakfast
- Waking up guests  
Serve breakfast  
Clearing beds and bedding away; Guests can be encouraged to clear up their own bedding. (It is advised that you wear gloves when handling used bedding)  
Washing up and tidying up  
Ensure log book has been completed and phone is handed over to the Project Coordinator or representative of the church running the next night

Clean Church premises and toilets  
Take bedding away for laundering (Please wash at 60 degrees)  
Secure the building

**The Shift Leader** is responsible for:

- Allotting tasks to volunteers
- Taking key decisions when other volunteers are unsure of the best course of action (Please back up decisions made by the Shift Leader and do not contradict in front of other volunteers or guests)
- Supporting volunteers where necessary in responding to clients
- Arrange handover between Shift Leaders and Project Coordinator
- Each Shift Leader has responsibility for the phone and Register/Log Book and should book guests in at the beginning of the evening. **The Logbook** is important, as it is the main tool of communication between volunteers in the 7 churches taking part in the scheme. It should be used to note any incidents that take place, and to keep a record of attendance and monitoring statistics, which are used for fund-raising next year

**What is required of Volunteers?**

- 1 A heart for the vulnerable, poor and needy and a willingness to be challenged and changed
- Experience in working face to face with people
- Some knowledge and sensitivity to issues relating to homelessness, including mental health issues, drug and alcohol abuse (Training provided)
- Familiarity and ability to work within CWS policies and guidelines, especially regarding Health & Safety procedures
- Ability to respond calmly but quickly in an emergency
- Judgement of when to call for help
- Basic knowledge of the building, especially the location of fire exits
- Willingness to follow instructions from Team/Shift Leaders and work as part of a team
- Knowledge of basic first aid would be useful

**Rules for guests – “fewer rules, more mutual respect”**

We keep the rules to a minimum, but for everyone's comfort and safety we apply the following:

- No alcohol or drugs to be consumed in or around the premises.  
(We look after bottles/tins/drugs for guests)
- No violent, threatening, racist or other anti-social behaviour/language
- No offensive weapons
- No smoking inside the building
- No pets
- Guests' place is forfeited if not personally reserved and in attendance each night by 8.30pm

*These and all other guidelines and policies including health & safety, food preparation, personal safety, dealing with conflict and drug and alcohol guidelines are included in our Volunteers Handbook which is issued to all volunteers and available on request*