

APPLICANT'S INFORMATION PACK

Drop-in Supervisor



Thank you for your interest in this vacancy. You will find details of the appointment process, our organisation and our Christian beliefs, followed by a job description, a person specification and the main terms of employment for the role. Please read this information carefully and complete the application form.

SELECTION PROCESS

Step 1: Please e-mail your completed application form to us at info@vineyardcommunity.org **by 12:00 noon on Friday 16 April 2021.** Please do not send in a CV unless accompanied by a fully completed application form.

Step 2: Short-listed applicants will be invited for interview on **Thursday 22 April 2021** at the Vineyard Community Centre, The Vineyard, Richmond TW10 6AQ.

Step 3: The appointment will be made subject to satisfactory references and DBS being received.

After having been in lockdown for most of the past year, we have re-opened our Drop-in on a limited basis but are envisaging resuming becoming fully operational in June 2021.

Yours

A handwritten signature in blue ink that reads "Mark Palframan".

Mark Palframan

Chief Executive

1. THE VINEYARD COMMUNITY CENTRE

The Vineyard Community Centre's aim is to firstly express Christian love by serving the local community within Richmond and secondly to see long-lasting change through the transformation of individuals in body, mind and spirit by the power of God's love. Those who come to us for help are our guests, rather than clients or service users.

There are broadly five groups of people whom we help.

Firstly, rough sleepers and those in crisis who need emergency short-term support and immediate help through specific services as well as social and spiritual encouragement in addressing the causes of their problems. Our aim is to move people away from crisis to a stable and self-sustaining life style in all that we do. Our morning Drop-in provides the basics for those in need – food, clothing, showers and a warm, welcoming place of acceptance and refuge.



Our Care Department comprising on-site nursing and medical help as well as advocacy and case working (in conjunction with our partner organisation called the Glass Door), gives longer term support and sign posts guests to more specialist support by other organisations. Regular multi-team case working meetings are now held jointly with other agencies.



Glass Door usually run the Winter Night Shelter Scheme from November to April through seven local churches which provide the venue for rough sleepers to have a roof over their head and a hot meal when they arrive.

Secondly are those who feel lonely, isolated and socially excluded with perhaps learning or mental health problems who are vulnerable adults. They are very much at home in our afternoon Community Café which hosts other organisations and activities- RBMInd run an art therapy group, there is a Knitting Group, the CAB hold a surgery and an afterschool group for primary school children called Relish and Grace meets twice a week.



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Thirdly, we help those who are in crisis and need emergency food supplies. We operate our main Foodbank at the Vineyard Centre and four other satellites provide this service elsewhere across the borough. Our Foodbank is part of the Trussell Trust.



Fourthly, our initiative called Roots provides skills training for those coming out of crisis. Currently, this programme, due to Covid 19, is on hold but we hope to re-start it in May 2021.



Fifthly, we also run a small sewing group called Works of Love which provides sewing tuition with a sense of community and build personal confidence. We also run sewing courses which lead to an award of AQA vocational certificates.



We run two Charity Shops. Guests on their road to recovery often work as mentored volunteers in the Shop and the Café. Both the Shop and the Café provide income revenue too for our work.

Our website gives more information

<http://www.vineyardcommunity.org>.

2. OUR STORY SO FAR

We have had many comments from guests whom we support, volunteers who work with us and customers to our Cafe and Shops who say that there is something special and different about the Vineyard. One person commented that 'surely God is in this place'. We know that to be true. It is a precious thing which we don't take for granted.

Our strap line is '**help in crisis, hope for life.**

Prior to the lock-down our morning drop-in sessions were visited by about 50 people every day. Since we have been partially re-open this year we have already supported over 170 people (January to March 2021). Many of these are 'vulnerably housed'

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rather than actually without accommodation although during this time we have been particularly pleased to have assisted eight of our guests who were homeless, off the streets and into accommodation.

Hard statistics give the outputs; more importantly are the outcomes for individuals through the changed lives. All who come are warmly welcomed and treated as guests. Time is given them so they that they know that we care, respect and love them as those who have been made in the image of God.

'I don't know how to start. Thank you for the lovely food you sent us. I felt very emotional. I really don't have words to thank you enough'. (from someone helped through our Foodbank.

We have many such stories to share.

Ours is an organisation providing front line support to those with often multiple and complex needs. That in itself is a major challenge. But our organisation comprises a unique mix of services – Drop-in, Care and Community Nursing, Community Cafe, Foodbanks, Vocational Training through Roots and Works of Love and a Charity Shop.

3. WHO'S WHO

Besides a small team of very dedicated and passionate staff, our many volunteers are essential for supporting the needs of our guests. Most volunteers assist in the front-line provision of our services but others help in finance, marketing and comms.

The role of the Drop-in Supervisor is described in the next few pages. The person will report to our Head of Care Services, Sue Hodder who is responsible for our Crisis and Care Departments.

There is a Board of Trustees with overall responsibility for the governance of the charity chaired by Bob Kimmerling.

4. WHAT WE BELIEVE

We are a Christian organisation and our Christian identity is fundamental to our mission. We welcome all who come to us and delight that those of other faiths or no faith at all, join in working as staff and volunteers. We subscribe to the Faith Work's Charter.

It is an occupational requirement that the appointed person is a professing and practicing Christian to help develop and maintain our ethos and mission.

The Nicene Creed is the most widely accepted creed in Christianity and is used in the Catholic, Orthodox, Anglican and other Protestant Churches. You will need to confirm your faith in Christ as expressed in this creed which is shown in the Appendix.

5. JOB DESCRIPTION:

Job Title:	Drop-in Supervisor
Location:	The Vineyard Community Centre, The Vineyard, Richmond, Surrey, TW10 6AQ
Responsible to:	The Head of Care Services
Main responsibility:	Through a team of volunteers supervise the smooth running of the morning Drop-in to ensure that the highest possible service for the guests is provided.
Responsible for:	A different team of volunteers each day
Working with:	Head of Care Services, Caseworker, volunteers and visiting partners from other agencies

Main tasks

Service Preparation

- Check the Volunteer cover each week
- Ensure Attendance lists and Shower Rota Forms available at Reception.
- Prepare the Reception Desk every morning and ensure the Drop-in is set up and ready to welcome the guests
- Carry out daily Health and Safety checks in the Drop-in, Garden and other surrounding areas prior to opening.
- Brief / update the staff / volunteers with relevant information prior to opening each morning.
- Give one to one training to new volunteers on the tasks to be carried out.
- Lead or ask others to lead prayer before opening each morning.

Service Delivery for Guests

- Ensure that all guests are warmly greeted.
- Welcome any new guests and explain the facilities we offer.
- Ensure that their needs are met with compassion and sensitivity.
- Ensure that all vulnerable adults receive specific support and protection
- Introduce them to one of the Care Team if required.
- Signpost guests to 'Roots' when / where appropriate.
- Ensure that guest's immediate personal and basic needs of food, washing and clothing are met.
- Supervise the preparation and service of refreshments and cooked breakfasts.
- Ensure that the 'Give Away' clothes cupboard it is kept tidy and well stocked.
- Ensure that the Give Away Table is supervised during drop-in

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- Ensure all Give Away Food is kept neat and tidy.
- Ensure all expiry / out of date, policies and procedures are adhered to.
- Manage the guest's post (ensure this is kept in the locked mailbox in the office)
- Staff the Reception Desk and Coffee Bar as and when required to do so.
- Ensure all guests leave by 11am.
- Tidy the Drop-in after closure in preparation for the afternoons activities
- Provide emergency cleaning if needed during opening hours.

Drop-in culture and ethos

- Maintain a Christian ethos by setting a personal example
- Actively participate in and pray for the ministry of the Centre.
- Support and respond to the spiritual needs of the guests appropriately.
- Feed prayer needs monthly to Prayer Co-ordinator.
- Ensure the acceptance of difference, respect for the individual and belief in each guest and volunteer for change.
- Ensure that volunteers and staff follow our policies and procedures.
- Diffuse incidents of challenging behaviour by guests or between guests.
- Ensure that guests adhere to Drop-in rules at all times.
- Issue bans to those guests who are persistently unable to adhere to the Drop-in rules.
- Thank volunteers for their help at the end of each shift.

Administration

- Maintain and manage the Drop-in essential supplies/stocks (toiletries/clothing).
- Input all relevant Drop-in data onto the Inform Database system
- Ensure notices / flyers are produced to inform the guests of any centre closures or other relevant / guest related information.
- Organise the guests Annual Guest Meeting and give out feedback questionnaires
- Collate and evaluate guest feedback questionnaires

Other Tasks

- Attend Drop-in and Staff Meetings along with colleagues
- Attend monthly multi-disciplinary team meetings
- Greet and receive Foodbank donations in the absence of the Foodbank Manager.
- Record details of any Foodbank donations and mark up donations of bags, crates and boxes.
- Answer phone calls / answer phone messages.
- Manage day to day operating and maintenance matters, keeping the Head of Care Services informed.
- Assist in the co-ordination (along with the Church as our landlords) quarterly fire drills.

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- Assist the Head of Care Services in running internal and external events to promote the charity.

General

- Actively promote the Centre as an Ambassador in all dealings with the public.
- Carry out other tasks requested by the Head of Care Services for the effective running of the Drop-in.

6. PERSON SPECIFICATION

Area	Criteria	Essential / Des
Education	Statutory level of Education up to GCSE / 'A' level High level of spoken & written English	Essential Essential
Experience	Working with people – e.g. hospitality, housing, care sector, or similar.	Essential
Qualifications	Intermediate Word & Outlook. Basic Excel Intermediate social media	Essential Essential Desirable
Personal	It is an occupational requirement for the person to be a committed Christian (Equality Act 2010) and take an active and prayerful role in the ministry of the Centre.	Essential
	Genuine empathy with our guests – Drop-in and Foodbank	Essential
	Energetic, warm friendly, and outgoing	Essential
	Able to work unsupervised; self-motivated	Essential
	Satisfactory Enhanced DBS	Essential
	Has the right to work in the UK.	Essential
	Discrete & confidential	Essential
	Clean driving licence	Desirable
Skills, knowledge and abilities	Respect for the individual and ability to handle sensitively all who visit the Centre	Essential
	Accuracy & attention to detail	Essential
	Communication – good face to face verbal skills with volunteers & guests.	Essential
	Able to use office equipment – phone, fax, photocopier, printer etc	Essential
	Good organisational ability	Essential

7. MAIN TERMS OF EMPLOYMENT

1. SALARY

£18,000 p.a (£27,000pa FTE)

2. HOURS OF WORK [25 per week]

Monday to Friday 8.00am to 1.00pm although some flexibility outside these hours is needed.

3. ANNUAL HOLIDAY

25 days per year, excluding public holidays.

4. SICK PAY

Statutory Sick Pay on joining and then 2 week's paid occupational sick leave after 6 month's service.

5. PENSION

Our Workplace Pension Scheme is the People's Pension. You are required to join this scheme unless you decide to opt out; the employee contribution is 5% of salary and the employer contribution is 3%.

6. PROBATIONARY PERIOD

3 months.

7. NOTICE PERIOD

2 weeks during probationary period increasing to 4 weeks after confirmation in post.

APPENDIX: NICENE CREED

I believe in one God,
The Father, the almighty,
Maker of heaven and earth,
Of all that is,
Seen and unseen.
I believe in one Lord, Jesus Christ,
The only Son of God,
Eternally begotten of the Father,
God from God, Light from Light,
True God from true God,
Begotten, not made,
Of one being with the Father.
Through him all things were made.
For us men and for our salvation
He came down from heaven;
By the power of the Holy Spirit
He became incarnate of the Virgin Mary,
And was made man.
For our sake he was crucified under Pontius Pilate;
He suffered death and was buried.
On the third day he rose again
In accordance with the Scriptures;
He ascended into heaven
And is seated at the right hand of the Father.
He will come again in glory
To judge the living and the dead,
And his kingdom will have no end.
I believe in the Holy Spirit,
The Lord, the giver of life,
Who proceeds from the Father and the Son he is worshipped and glorified.
He has spoken through the Prophets.
I believe in one holy catholic and apostolic Church.
We acknowledge one baptism for the forgiveness of sins.
I look for the resurrection of the dead,
And the life of the world to come.