

Guildford Town Centre Chaplaincy
Guildford Street Angels Co-ordinator



JOB DESCRIPTION

1. Job purpose

To take responsibility for the management and co-ordination of the Street Angels project in Guildford, including the recruitment, training & retention of volunteers. Project communication and liaison with supporters, churches, and businesses as well as with other activities of GTCC, which includes publicity and media interaction.'

2. Accountability

This post is a response to the desire of the Churches in Guildford to provide care, love and practical help for people on the streets of the town centre.

The post holder will be accountable to the Guildford Town Chaplain (line manager) and the Trustees of the Guildford Town Centre Chaplaincy (GTCC), who in turn will ensure that the post holder has appropriate professional and spiritual support and training to undertake their role effectively.

3. Main tasks, duties and responsibilities

- ❖ To coordinate and lead the recruitment, training, retention and ongoing support of the volunteer Street Angels.
- ❖ To work in partnership with the Police, (including CCTV, British Transport Police); Borough Council; Experience Guildford; Pub Watch; University of Surrey and other town centre and referral agencies (including HOST). To be aware of the available support services within the borough and be responsible for referral procedures.
- ❖ To uphold the values of the GTCC (non-judgmental, selflessness, honesty, integrity, collaboration, professionalism, excellence) and, working with the Trustees, ensure that Street Angel volunteers adhere to the Code of Conduct and other policies adopted by the GTCC.
- ❖ To ensure that Street Angels are following the required procedures for safeguarding children, young people and vulnerable adults; including, submitting and updating Data Barring Service (DBS) checks; and ongoing safeguarding training.
- ❖ To facilitate annual training of serving Street Angels, in conjunction with the other Chaplaincy projects.

- ❖ To develop and promote the Street Angels project in Guildford. This will include presentations on the work of the Street Angels in a variety of contexts, including churches, Police, local Council, potential donors and local groups. To also encourage prayer support from church partners.
- ❖ To support the Trustees and the Guildford Town Chaplain in raising funds for the project. Take an active role in harnessing volunteer support with fundraising activities, in liaison with the Chaplaincy Fundraising and Communications (FRAC) sub-group.
- ❖ To communicate with the Trustees, the Guildford Town Chaplain and staff team on the development of the Street Angels project.
- ❖ To undertake appropriate personal development training identified in consultation with the post holders' line manager.
- ❖ To carry out practical and administrative duties, including keeping and maintaining up to date records in accordance with the GTCC policies and procedures.
- ❖ To ensure that the Street Angels project is operating safely and efficiently. To include dealing with day-to-day queries; keeping and maintaining up-to-date records and publicity materials; managing the rota; stock control and ensuring that all equipment is in good working order.
- ❖ To participate in delivering group training for the recruitment of existing and new volunteers.

Additional duties

- ❖ Charging and maintaining Town Link radios and Team Leader mobile telephone, weekly.
- ❖ Establish and maintain rota for Street Angel teams, ensuring adequate cover for each shift and organising rota swaps.
- ❖ Send out weekly email briefs and shift reminders.
- ❖ Send out weekly reports.
- ❖ Ordering stock, equipment, uniforms and stationery as required.
- ❖ Setting up and running Street Angels recruitment and training each spring and autumn, in liaison with Woking and Camberley Street Angel Coordinators.
- ❖ Interviewing prospective volunteers, liaison with speakers, selecting dates, room bookings, providing training manuals, refreshments, attendance records, hosting and leading training sessions, as required.
- ❖ Managing email distribution list, the forum for group communications with the Street Angel volunteers.
- ❖ Participating in regular staff prayers and other spiritual initiatives.
- ❖ Attending Board meetings and Fundraising and Communications (FRAC) meetings, when required.
- ❖ Petty cash: counting, recording and replenishing the float.
- ❖ Submitting appropriate expenses to the Treasurer (using ExpensePlus software).

- ❖ Any other duties supporting the overall work of the GTCC, the Guildford Town Chaplain or the Board that they reasonably consider appropriate.

4. Person Specification

Essential criteria

- ❖ Be a practising Christian, this is a genuine occupational requirement.
- ❖ Share the Chaplaincy values of being non-judgmental, selflessness, integrity, honesty, collaboration, professionalism and excellence.
- ❖ Have good interpersonal skills, including being a good communicator and team player.
- ❖ Be self-motivated and able to work with limited supervision.
- ❖ Be well organised and efficient.
- ❖ Demonstrate flexibility and use of initiative, when prioritising and responding to changing needs, as they arise.
- ❖ Demonstrate an awareness and understanding of other cultures and social groups.
- ❖ Be computer literate, ideally with a working knowledge of Word, Excel, PowerPoint, Zoom and social media software.
- ❖ Have practical problem-solving skills.
- ❖ Have experience in delivering group training.
- ❖ Have a vision of how the Street Angels project might develop and grow.
- ❖ A willingness to learn and be trained in updating personal skills and information i.e. safeguarding, safety/conflict skills, public speaking, assertiveness.
- ❖ Demonstrate confidentiality.
- ❖ Interpersonal skills with volunteers, public and different agencies.
- ❖ Be able to work flexible hours, some of which will be unsociable. The role is mainly standard office hours but the role requires occasional evening work for training; events; and engaging regularly with Street Angels on duty nights.

Desired attributes

- ❖ Experience of managing volunteers.
- ❖ Understanding of the laws regarding vulnerable adults, young people and children, with experience of safeguarding of children, young people and vulnerable adults.
- ❖ The ability to recognise and establish appropriate boundaries.
- ❖ An understanding of the sensitivity of confidentiality and protecting personal data – GDPR.
- ❖ Interviewing experience.
- ❖ Knowledge of charity governance and the legal framework within which charities work.

- ❖ Experience of charitable fundraising.
- ❖ Safety and conflict awareness skills.
- ❖ Technical skills, including website maintenance, a working knowledge of social media, creative design input, media engagement, Zoom.

Document updated: August 2022