

Ealing Soup Kitchen Co-ordinator

Job Title:	Ealing Soup Kitchen Co-ordinator
Salary:	£23000
Hours:	31.25 hours per week
Location/Base:	Ealing mainly St John's church
Reporting to:	A named Trustee
Responsible for:	Activities and mission of Ealing Soup Kitchen,

JOB PURPOSE / SUMMARY

The soup kitchen has been running since 1973 serving the vulnerable and homeless in Ealing. Our vision is to provide them warm food in a safe environment. We aim to provide a befriending service and offer advice and support, with the objective of helping our guests to progress on their journey to becoming self-supported.

Our services include:

- hot food/soup and drinks every Saturday and Sunday at St John's church, where each session is led by a different team of church-based volunteers. The Co-ordinator role is to provide continuity for our guests, engage with as many guests as possible and to monitor their needs.
- A Friday afternoon drop in at St John's church for guests to obtain advice, access computers, use the church showers and when possible receive clothes.
- Hot food and drinks every Monday at the Salvation Army church delivered by a core team of non-church-based volunteers. The Co-ordinator role is to lead the team and ensure the service is effectively managed.

This role requires investing time with guests, building relationships and showing the compassion of Jesus, ensuring that ESK continues to be guided by Christian principles.

The role holder will be a committed Christian and regular church attender.

The role holder will be based at the St John's church building and be part of St John's leadership team, working with them in a shared office space.

DUTIES AND RESPONSIBILITIES

1. Regular attendance at the Soup Kitchen on Saturdays and Sundays (number of sessions attended to be discussed) to build relationships with guests.

2. Ensure co-ordination across the different services of ESK which are run by different volunteer teams.
3. Lead the Friday hub, to provide advice, support, and a safe place for guests to attend.
4. Assess and identify need and provide support and/or refer as appropriate in order to meet the individual needs of the guests to achieve positive outcomes.
5. Lead the Monday hub, manage the service and ensure volunteers are supported and safe. This will require facilitation, management, and organisation skills.
6. Facilitate additional events from time to time, in the past we have run coach trips and Christmas parties for our guests.
7. Lead and encourage a team of volunteers to enable the Friday and Monday Hubs.
8. Raise the profile of the ESK with supporting churches and other community-based groups.
9. Enable fundraising, by maintaining interest in our support group, ensuring all offers of help and support are fully followed up and the outcomes of our work are regularly communicated.
10. Manage the ESK phone and email account, to make sure we respond to promptly to all enquiries
11. Work with the Trustees of ESK to further the charitable aims of the organisation.
12. Be aware of ESK policies, ensure where possible the policies are adhered to by all volunteers. This will require diplomacy and advocacy skills to encourage volunteers while communicating our ways of working concisely but firmly.
13. Ensure users are aware of the rules of Soup Kitchen and if necessary, take action to ensure the safety of all guests and volunteers.
14. Manage the receipt and distribution of donations, ensuring appropriate records are kept.
15. Ensure ESK is a good tenant of St John's and take reasonable actions to assist St John's in hosting soup kitchen services.
16. Be aware of GDPR and set up systems to enable compliance for ESK.

Communication Skills

Post holder needs to be able to build relationships with our wide range of guests, be a good listener and understand their needs.

Key relationships:

1. Soup Kitchen guests
2. Volunteers
3. Trustees
4. Church leaders
5. Wider community leaders

Christian Commitment

Post holder must be a committed Christian, able to express why their faith will impact their work at the ESK and why having a Christian faith motivates them to serve in a Christian charity.

Social Media Skills

ESK has a wide and vibrant social media presence. The role holder will be required to monitor our social media accounts and ensure content is consistent and appropriate. This will be done in partnership with volunteers therefore social media skills are desirable but not essential.

POLICY & SERVICE RESPONSIBILITY

Post holder needs to understand and communicate policies. Identify any gaps in our provision where we do not have a policy and advise and recommend solutions to the

Trustees.

The responsibility to write and approve policies is with the Trustees

ADMINISTRATIVE/ MANAGERIAL RESPONSIBILITIES

The post holder is responsible for management and administration of the soup kitchen, enabling the Trustees to have an effective oversight of the charity. The maintaining of records is required to demonstrate how we are achieving positive outcomes and the receiving and distributing of donations. Ensuring volunteers feel supported and are an integral part of the soup kitchen, recognising that we cannot always find roles for everybody.

INFORMATION RESOURCES

The role requires help from volunteers. Clearly communicating tasks and making sure it is clear what is expected of volunteers with clear demarcation of responsibilities is key. However it is the role holder's responsibility to check that adequate records and controls are in place.

PHYSICAL EFFORT

The role will require moving boxes of donations and stretches of time standing up engaging with guests.

EMOTIONAL EFFORT

The role is to work with and serve our guests. Often this work can be emotionally challenging. The ESK may not have a solution to all of our guests needs or the wider causes of homeless. The role holder needs to avoid becoming too emotionally involved, remembering that only best endeavours are required and always ask for help and support when required.

THE WORKPLACE:

The role holder is expected to be part of the St John's team, to spend time in the upstairs office with other members of the St John's team.

The role holder is expected to physically meet with guests at our 4 weekly services and individually when required.

The role holder is expected to spend time in the ESK office and be available to guests. Typically, Thursday is a day set aside for administration and meeting guests.

Equal Opportunities

The Organisation is committed to eliminate racism, sexism, and forms of discrimination. The Trust will not discriminate on grounds of age, colour, disability, ethnic origin, gender, gender reassignment, culture, health status, marital status, social or economic status, nationality or national origins, race, religious beliefs, or non-beliefs, responsibility for dependants, sexuality, trade union membership or hours of work. It is required of all employees to uphold this policy in the course of their employment with the Organisation and whilst undertaking their duties.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and others by your work activities and to co-operate appropriately in meeting statutory requirements.

Confidentiality

The post holder will maintain confidentiality when dealing with sensitive material and information but will encourage people to be open and raise concerns.

Data Protection

All staff must be aware of the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the organisation and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the organisation's establishments within the geographical area of Ealing