

## Night Hub Volunteer Team Leader

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| <b>Organisation Name</b>     | Westminster Night Hub   |
| <b>Organisation overview</b> | <p>The Night Hub is a Westminster City Council led project that aims to:</p> <ul style="list-style-type: none"> <li>• Improve safety</li> <li>• Help vulnerable people access support and a safe space</li> <li>• Reduce the risk of crime to intoxicated or vulnerable people</li> <li>• Collaborate with key stakeholders to help sustain and enhance the evening and night time economy</li> </ul> <p>Support organisations that operate in the West End at night (e.g. venue security staff, Police and Ambulance)</p> <p>Westminster Night Hub (the Hub) provides somewhere where visitors can rest their feet, get rehydrated, charge their phones, get first aid, find transport home or wait for friends.</p> <p>The Hub will operate in partnership with the local community working together with a combined aim "to ensure visitors have a great experience and that they get home safely". The Hub is operated by the Council in partnership with the LGBT Foundation, Drinkaware, St John Ambulance, Metropolitan Police Service, Central London NHS Clinical Commissioning Group and businesses operating in the local night-time economy.</p> <p><b>On street support volunteers</b> will work in teams of 2 or 3 in and around Soho within the City of Westminster. The volunteers will provide on-the-spot information and assistance to visitors to the area. Whether it's helping someone get to public transport or reconnecting them with their friends, or handing out bottles of water the <b>volunteers</b> will be helping visitors get home safely.</p> |
| <b>Role Title</b>            | Night Hub Volunteer Team Leader   |
| <b>Location of position</b>  | City of Westminster, London   |
| <b>Responsible to</b>        | Night Hub Co-Ordinator  |

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| <p><b>Purpose/Summary of role</b></p> | <p>The role is highly flexible but your aim will be to:</p> <ul style="list-style-type: none"> <li>• Act as an ambassador for the night time economy and interact with visitors and local businesses to create a safe and enjoyable experience.</li> <li>• Provide information, advice and practical support to visitors and vulnerable people</li> <li>• Signpost people to support services if required.</li> <li>• Be part of the wider strategic partnership in the area which is supporting and protecting visitors</li> </ul> <p>In addition to the above the team leader will also</p> <ul style="list-style-type: none"> <li>• Lead a team of on street volunteers</li> <li>• Support new ambassadors and mentor them through their training and development.</li> </ul>  |
| <p><b>Description of tasks</b></p>    | <ul style="list-style-type: none"> <li>• Undertake high visibility patrols</li> <li>• Engage with visitors to the night time economy</li> <li>• Provide information on local premises, transport links and last train times.</li> <li>• Work with the wider strategic partnership, including Metropolitan Police Service, London Ambulance Service, council enforcement staff and night time economy businesses.</li> <li>• Provide practical support to those who need assistance on the street or at night time economy businesses.</li> <li>• Escort visitors who require assistance and time in a safe space to the Night Hub</li> <li>• Support users of the Night Hub</li> <li>• Listen to and supporting users.</li> <li>• Signpost users to appropriate support services where applicable.</li> <li>• Provide refreshments to users within the Night Hub.</li> <li>• Organise safe transport home for users.</li> <li>• Collect information on users' experience of the safe space</li> </ul> |

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|                               | <ul style="list-style-type: none"> <li>• Support and assist the Night Hub Co-Ordinator and St John Ambulance volunteers when required.</li> </ul>  |
| <b>Time Commitment</b>        | By arrangement, but on average a minimum of one shift (7 hours between 22.00 and 05.00) on either a Friday or Saturday every four weeks.   |
| <b>Skills required</b>        | <ul style="list-style-type: none"> <li>• Empathy for the needs of vulnerable people.</li> <li>• Excellent team player.</li> <li>• Outgoing, friendly and positive character.</li> <li>• Good communication skills.</li> <li>• Able to use your own initiative but able to ask for help when needed.</li> <li>• Willing to work unsociable hours.</li> <li>• Ability to organise and manage a team of volunteers</li> <li>• Able to support and mentor volunteers to maximise their potential.</li> </ul>   |
| <b>Training and support</b>   | <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Induction to the aims of the project</li> <li>• Caring for those who are intoxicated training</li> <li>• Conflict resolution training</li> <li>• Safeguarding and other safety-related training. Vulnerability awareness and intervention</li> <li>• Training in signposting to other services available for clients who need further support</li> <li>• Health and Safety</li> <li>• LGBT+ community issues and interactions, including mental health and sexual health.</li> <li>• Counter terrorism awareness</li> <li>• Lifesaving on street first aid (Recovery, CPR, Use of EAD and when it is necessary to call for an ambulance)</li> </ul> |
| <b>Other requirements</b>     | <ul style="list-style-type: none"> <li>• All volunteers will require to gain enhanced DBS-clearance. This will be organised by the Council as part of the recruitment process.</li> <li>• You must be 18 years or over.</li> </ul>   |
| <b>Benefits to volunteers</b> | <ul style="list-style-type: none"> <li>• The satisfaction of knowing that you are making a difference to vulnerable people.</li> <li>• Building self-confidence and the ability to work flexibly.</li> </ul>   |

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|                              | <ul style="list-style-type: none"> <li>• Ability to undertake specific training and gain experience of supporting the vulnerable and conflict resolution.</li> <li>• Practical experience in leadership and mentoring others.</li> <li>• Opportunity to meet new people.</li> <li>• Working as part of the team and wider strategic partnership for the Night-time economy.</li> <li>• Offers great experience to anyone considering a career in health or social care.</li> <li>• Benefits package for volunteers</li> <li>• Hot food and drink for volunteers during the shift</li> <li>• Certificates of achievement and annual celebrating success awards event.</li> </ul> |
| <b>Application procedure</b> | <ul style="list-style-type: none"> <li>• Interview</li> <li>• Reference checks</li> <li>• DBS Clearance</li> </ul>  |
| <b>Contact information</b>   | <p>Night Hub<br/>Westminster City Council<br/>5 Strand<br/>London<br/>WC2N 5HR</p> <p>Kerry Simpkin Tel: 020 7641 1840<br/>Email: <a href="mailto:nightsafe@westminster.gov.uk">nightsafe@westminster.gov.uk</a><br/>Web: <a href="http://www.westminster.gov.uk/nighthub">www.westminster.gov.uk/nighthub</a></p>  |