



DEPUTY MANAGER, GENESIS LIFELINE CENTRE

JOB DESCRIPTION

Job Title: Deputy Manager, Lifeline Centre

Reports to: Manager, Lifeline Centre

Background

Genesis Trust Bath is a Christian charity in the city of Bath with a mission to help and support people facing homelessness and disadvantage in and around Bath. At present this is organised via ten projects, employing sixteen people and enjoying the voluntary contribution of over 700 people, many of whom belong to local Christian congregations.

The projects undertaken are run by a combination of paid workers and volunteers, with some projects depending entirely on volunteers. Where projects employ staff they are run by project managers.

The Lifeline Centre began in 2003. It was first located at Bath City Church then the Bath Abbey Vaults and moved to its current location in the Friends Meeting House in December 2016. The aim of the Lifeline Centre is to assist visitors 'take the next step' in their lives in a number of ways, but especially in the areas of finding and maintaining accommodation, entering substance misuse services and dealing with benefit issues.

The Lifeline Centre team comprises the Manager, Founder Manager and Deputy Manager alongside 15-20 volunteers.

Job Purpose

To work with the Manager to run the Lifeline Centre in order to provide support to visitors/clients who wish to make changes to their lives, and to manage the volunteer team.

Job Tasks

The Deputy Manager will:

Leadership and Management

- Assist the Management team to run the Lifeline Centre.
- Assist the Lifeline Centre Management team to recruit, manage, support and train the volunteer team.
- Attend Lifeline Centre management meetings, volunteers meetings and other meetings as appropriate.
- Be flexible in order to ensure adequate cover when others in the management team are away.
- Be responsible for two Saturday morning sessions per month.
- Assist the Management team to maintain the Christian ethos of the Lifeline Centre.

Administration

Genesis Trust Bath is a registered charity Number: 1154253; Company Number: 8609938

- Maintain accurate records on visitor related matters.
- Ensure the appropriate Outcome Reports are completed.
- Ensure that the Genesis Trust health and safety policies, procedures and standards are met and that the safety of the Lifeline team and visitors remains a priority.
- Ensure all health and safety issues are recorded and reported.

Visitor Focus

- Welcome visitors to Lifeline Centre and identify how they might be supported.
- Provide information and advice as appropriate to visitors.
- Refer visitors to services provided by other projects within Genesis.
- Refer visitors to other services, both in and outside Bath.
- Provide ongoing support to visitors as appropriate.
- Introduce people to churches and other support networks within the city.

Liaison

- Liaise with appropriate voluntary and statutory agencies on behalf of visitors.
- Monitor and maintain awareness of the services offered by other voluntary and statutory agencies.
- Advise other agencies of the services provided by the Lifeline Centre and other Genesis projects.
- Promote the project locally within churches and other supportive groups.

Support

The post holder will be offered the support of:

- The Lifeline Centre Manager.
- The Chief Executive.
- Appropriate training in the form of events and courses.
- An appraisal will be held with the Lifeline Centre Manager once a year.

Job Description agreed:

Post holders Signature:

Name:

Line Managers Signature:

Name:

Date:



PERSON SPECIFICATION

The following attributes are suggested as guidelines only. We are very much looking for someone who will bring their own gifts to the role.

	Essential	Desirable
Qualifications		
Experience		<p>Experienced to some degree, whether in a voluntary or professional capacity, in working with those who are homeless or have experienced homelessness, have substance misuse and/or mental health issues.</p> <p>Able to manage difficult behaviour from clients within the centre and maintain the Lifeline Centre as a safe place to come for all concerned, whether visitors and/or volunteers.</p>
Skills/Knowledge	<p>Able to come alongside clients of the Lifeline Centre in a non-judgemental way but with the ability to challenge behaviours and set goals.</p> <p>Organised, with good attention to detail and an efficient approach with the ability to manage multiple tasks simultaneously and work to deadlines</p> <p>Proficient in relevant IT packages including Microsoft Excel, Word, PowerPoint and fundraising & relationship databases.</p> <p>Good communication skills, both written and oral.</p>	Full UK driving licence and access to a car
Qualities	<p>Passionate about Genesis and its mission.</p> <p>Enthusiasm, innovation and energy to encourage others, both within the organisation and outside.</p> <p>Self-starter who works well under pressure.</p> <p>Strong interpersonal skills – able to communicate with stakeholders with confidence and fluency, both face to face, on the telephone and online.</p>	

	<p>Accuracy and good attention to detail.</p> <p>Interested in learning. The candidate will need to attend courses on addictions, mental health, benefits, IT., etc.</p> <p>Empathy with and understanding of Genesis Trust's Christian ethos.</p> <p>Good team player capable of using initiative, tact and discretion.</p> <p>An enthusiasm for our work with disadvantaged and homeless adults</p> <p>Out of hours working, travel and attendance at appropriate events when required.</p> <p>Able to work in a room where there are dogs. (Dogs are allowed into the centre.)</p>	
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