



Croydon Voluntary Action (CVA)
2 x SHELTER CONNECTOR - Job description

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	1 x Shelter Connector & 1 x Shelter Connector – Under25s – Croydon Together Winter Night Shelter
Reporting to:	Shelter Manager
Responsible for:	Supporting Shelter guests with their homelessness and community connection
Hours:	0.5 – 0.8 FTE (18 – 28 HRS)
Contract:	Fixed Term Contract – Minimum 3 months, possible extension subject to funding. Secondments/placements from relevant sector orgs considered.
Working Days:	Monday to Sunday worked flexibly in accordance with the needs of the service. This will include evening, weekend and occasional overnight working.
Location:	Flexible – based at West Croydon Baptist Church and Winter Night Shelter host venue(s) and other locations across Croydon as required.
Salary:	£30,982.68 + OLW pro rata

Introduction

Croydon Voluntary Action (CVA) seeks a highly motivated Shelter Connector who cares about the work we do. With a future focus on children and communities, we have bold and exciting plans for carrying out CVA remit in leadership, coordination and investment- as outlined in our Business Plan.

About CVA

CVA is the infrastructure body supporting the whole of Croydon's Civil Society, with our children and young people playing a central role in making Croydon a great place to live and prosper. Our mission is building on the 120-year legacy of Croydon Voluntary Action and 180 years of Reedham's Children Trust based on the conviction that rebuilding our communities means giving young people a stronger stake in the places that shape their futures.

About the Role

This is an exciting opportunity to support in the delivery of the Croydon Together Winter Night Shelter, which is hosted by West Croydon Baptist Church and supported by a local

community and faith based steering group. At the centre of delivery will be a safe, welcoming communal night shelter where people experiencing homelessness are able to access shelter, food, individualised care and support that links in with homeless sector services and pathways leading to greater independence and sustainable routes off the streets.

As a Shelter Connector you will use Asset Based Community Development (ABCD) and strengths-based approaches to support in the delivery of the Shelter.

An ABCD approach recognises that the whole community has a role to play in ending homelessness. You will help people identify their strengths, interests and aspirations, connecting them to local activities, assets, groups and community resources. Helping people rebuild social networks and resilience, which are key to sustaining housing and wellbeing.

You will also support a volunteer befriending programme, with volunteers providing companionship, helping people build confidence and reconnect with everyday community spaces. Volunteers will also support in the service delivery of the shelter including in the kitchen, welcome and reception, helping members access laundry and shower services.

A) JOB DESCRIPTION

Key duties and responsibilities

Service Delivery & Support

- Create and maintain a safe, friendly and welcoming environment at the shelter, welcoming and engaging guests in a non-judgemental, compassionate manner.
- Manage access to the Shelter, supporting with referrals and checking people presenting are on the guest-list
- Offer advice, advocacy and signposting on housing, health services and other support agencies.
- Conduct assessments of need and develop personalised support plans.
- Work with referring agencies, the Shelter manager, CWNS staff, volunteers and guests to ensure that CWNS services runs effectively, meets the needs of its guests, and treats guests and volunteers fairly and consistently
- Take a community-based approach to supporting people from the crisis of rough sleeping and help re-build their support networks to achieve long-term, sustainable routes off the streets.
- Develop and maintain strong relationships with key partners, including churches and other hosting organisations, local VCSE partners and statutory sector providers.

ABCD & Strengths-based Support

- Utilise ABCD and strengths-based approached to help guests identify passions, goals and personalised support plans.
- Support guests to connect with local community assets, groups or activities (e.g. volunteering, sports groups, community kitchens, libraries, faith groups, local residents)

- Support guests through volunteer befriending to build social networks, increase confidence and engage in community spaces and activities
- Work alongside and in partnership with VCFSE, community organisations, healthcare providers, social services, and other partners to coordinate support.
- Monitor individuals' progress and update plans as required.
- Collect feedback from community members, volunteers and partners, using learning to improve future delivery.
- Work with the Shelter Manager to develop volunteer befriending programme and training/induction

Shelter Operations & Volunteer Coordination

- Assist with daily tasks such as setting up service areas, distributing supplies, and managing donations.
- Welcome and engage community members in a non-judgemental, compassionate manner
- Maintain accurate records of referrals, attendance, outcomes and service activity.
- Contribute towards monitoring reports and performance information for Croydon Together, funders and partner organisations.
- Provide briefs and de-briefs for volunteers at the start and the end of each rota.
- Oversee and support volunteers undertaking various roles in the Shelter (kitchen, showers, welcome/receptions, volunteer befrienders etc)
- Ensure volunteers understand operational procedures, safeguarding responsibilities and expected standards.
- Equip volunteers with the skills, confidence, and knowledge to provide long-term support to guests through mentoring and befriending approaches, using an ABCD methodology.
- Support in volunteer recruitment, training/induction and weekly volunteer roster production
- Promote volunteering opportunities and support volunteer recognition and retention.

Crisis Support, Safety and Safeguarding

- Identify signs of crisis, risk, or safeguarding concerns and respond appropriately.
- Support individuals experiencing emotional distress, mental health issues or substance misuse challenges.
- Comply with safeguarding, health and safety, food hygiene, fire safety, data protection and organisational policies.

General

- Be proactive in reviewing and evaluating own performance, and in identifying and acting upon areas for improvement and development.
- Attend and participate in staff and team meetings and other meetings as required
- Champion and advocate for those experiencing homelessness
- Promote collaborative working that strengthens homelessness support across the borough.
- Represent Croydon Together at partnership meetings and local homelessness forums.

- Undertaking other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff, including session cover

B) PERSON SPECIFICATION:

The ideal candidate for this role will possess the following qualifications, skills, and attributes:

- Experience of working with vulnerable and socially excluded people, particularly people experiencing homelessness or insecure accommodation and associated culture – drugs, alcohol, violence, mental and physical ill-health.
- Experience of working with under 25s
- Experience of Asset Based Community Development (ABCD) and/or similar strength-based and person-centred support models
- Experience of managing a caseload, needs assessment, planned support, key working, goal setting and advocacy.
- Experience of working with volunteers, community groups or faith organisations.
- Experience of partnership working across the VCFSE and statutory sectors.
- Experience of supervising volunteers and collaborative service delivery.
- Strong understanding of safeguarding, health and safety, risk management and professional boundaries.
- Excellent organisational and problem-solving skills, with the ability to manage competing priorities in a dynamic environment.
- Excellent communication and relationship-building skills, with the ability to work effectively with people from diverse backgrounds.
- Commitment to promoting dignity, inclusion and positive outcomes for people experiencing homelessness.
- Willing to have an enhanced DBS check and complete Advance Safeguarding Adults Training, First Aid at Work and Food Hygiene Level 2.

September 2026