

JOEL COMMUNITY SERVICES EXECUTIVE DIRECTOR

Hours: 3 days per week Salary: £40-50k pro rata

BACKGROUND TO ROLE

Joel Community Services (JCS) is a registered charity that runs a 17-bed night shelter at St Peter's Church, Kingston for people experiencing homelessness. Based in the former church hall, the shelter is staffed by volunteers and led by a skilled, employed management team. We provide comfortable, overnight accommodation with the emphasis on building a loving community as well as offering a range of therapeutic services to help guests get back on their feet. Driven by our Christian faith and through loving care, we strive to meet the spiritual as well as physical needs of our guests, but we do not proselytise. Our aim is to help support vulnerable people back into society and give them a sense of belonging and self-worth.

We have an ambitious three-strand strategy; (a) to deepen the therapeutic services we can offer, (b) to expand our provision by extending our premises and (c) to package our success story in a way that churches in other parts of the UK can deploy our model, perhaps with our consultancy support.

The jobholder will take over the executive responsibility for JCS from the current Chair who is the founding vicar and has played an executive role during the formation and earliest years of the project. As well as consolidating and embedding our success to date, the jobholder will prepare us for future challenges and lead the delivery of our strategy.

JOB SPECIFICATION

Job Purpose

- Lead the overall work of Joel Community Services, continuing the vision for supporting homeless people in a distinctly Christian environment.
- Embed success to date, developing and tightening good practices.
- Prepare JCS for the future.
- Co-develop and deliver the future strategy.

Key responsibilities

Initial priorities (2019)

- Consolidate and embed success to date, tightening up financial budgeting & control systems, governance, performance evaluation, board reporting and general oversight processes including staff performance and pay
- Design and implement an immediate strategy to increase donations as an underdeveloped source of income.
- Review and manage our legal responsibilities/obligations as an accommodation provider to guests (under a licence) and to KCAH (under a leasehold tenancy)
- Lead and develop our high performing staff team. This includes providing or sourcing professional supervision for the night shelter manager and others who may provide psycho-therapeutic services for guests.
- Oversee wellbeing provision for all staff and volunteers.
- Oversee close functional relationships with KCAH (see below), and Landlord/tenant relationship.
- Hold faith and trust with St Peter's Church as the vicar steps away from an executive role with JCS (see below).

- Maintain and grow supportive relationships with key stakeholders in the Christian community.
- Maintain and build productive relationships with local authority, public services and business community.
- Represent JCS in national homelessness advocacy organisations.

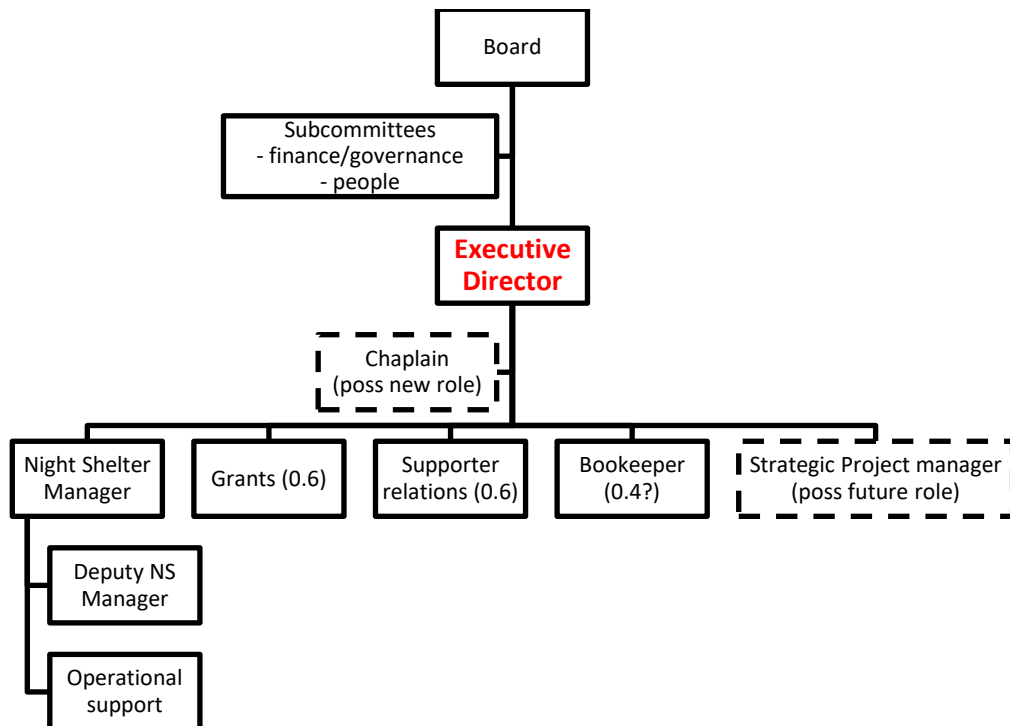
Strategic Priorities (2020 onwards)

- Keep JCS policies and procedures sharp, relevant and operating well
- Develop and implement the JCS long-term strategic plan under the oversight of the board.
- Prepare for the future by:
 - Increasing our strategic short- and long-term income levels, leading the part-time grants and supporters' team.
 - Deepening the visibility and engagement with the local community including churches, businesses, local authority and public services.
- Work with the night shelter manager to develop our offering of therapeutic services.
- Work with the board to develop and deliver future plans for expansion.

Major stakeholders

- St Peter's Church, Norbiton – St Peter's donated their church hall to JCS and remain closely linked with the work. The vicar is the chair of JCS, the church has designated seats on the board and we share some resources.
- KCAH – we work closely with Kingston Churches Action on Homelessness who are the lead voluntary organisation for all homelessness in Kingston and refer clients to us in line with agreed protocols. KCAH lease part of the JCS premises so that we can work together.
- Local Authority – we have a relationship with the housing department and claim housing benefit on some guest's behalf.
- Local church leaders – some churches in the borough of Kingston are very supportive and provide funds and volunteers. This is an area for growth.
- Local business leaders and business organisations – we have some links with the business community and look to grow these over time.
- Other homeless organisations – we partner with Housing Justice, Homeless Link and have connections with other organisations.
- JCS Board – our board has a range of skills and is looking to widen its diversity.

ORGANISATION STRUCTURE



PERSON SPECIFICATION

The jobholder will be an active Christian with a heart for the needs of homeless people, a business management brain and a desire to engage the community in the practical way that JCS meets homeless people's needs.

Experience

The jobholder is likely to have the following areas of experience:

- General management (budgets, people, processes/systems, premises, projects) with a good level of autonomy.
- Leading strong teams, perhaps in a specialist context.
- Charitable organisation work (preferably in the homelessness sector) with a firm understanding of effective charity governance.
- Fundraising from different sources.
- Volunteer management or understanding.
- Change planning and execution.
- Project management, ideally relating to buildings/premises.

The jobholder may have experience of health or social work but this is not essential.

Skills & Personal attributes

The jobholder will be able to demonstrate the following attributes:

- Empathy & understanding of the complex needs of homeless people.
- Self-starter / self motivated.
- Drive, determination and resilience.
- Uses healthy tension well.
- Compassion and forgiveness.
- Patience, particularly in a volunteer-based environment.

- Inventive problem-solver.
- Comfortable switching between detailed process issues and longer-term strategy.
- Relationship orientation internally (as a leader) and externally with stakeholders.
- Effective communicator with stakeholders, staff, donors, supporters and board.
- Confident, effective advocate for the work and wider needs of homeless people.