**Winter Night Shelter 2019**

**Information for Shift Leaders**

Thank you for taking on the additional responsibility of Shift Leader in the Winter Night Shelter. We appreciate your willingness to provide leadership during your shifts.

This document is designed to provide some additional information that may be useful in your role as Shift Leader. It should be read in conjunction with the Volunteer Handbook and the Stable One Policies and Procedures (available at stableone.org).

We want you to enjoy volunteering and for the Shelter to be a safe and welcoming environment for all guests and volunteers.

**Shift Leader Role**

Each shift will have an appointed Shift Leader.

**Duties:**

* Completing Health and Safety Checklist at the start of each shift.
* Orienting volunteers to the building, ensure they:
  + Can identify fire exits and fire extinguishers.
  + Know where the First Aid box, telephone and list of emergency numbers are.
  + Know the evacuation procedures in the event of a fire.
  + Can identify any areas that are out of bounds and rooms where guests are to sleep
  + Know which of the guests who are on site.
* Allocating jobs to volunteers.
* Providing leadership in the case of an incident and delegating tasks to other volunteers where required.
* Taking key decisions when other volunteers are unsure of the best course of action.
* Supporting volunteers where necessary in responding to guests.
* Arrange handover between shift leaders.
* Liaising with Venue Coordinator and/Project Coordinator as necessary.
* Maintaining the log-book. All volunteers must be signed in and any incidents recorded. A brief summary of the shift should also be recorded.
* If a guest is not returning to the shelter the next evening, ask them to complete a feedback form

The Winter Night Shelter operates best when we work together as a team. There may be volunteers on your shift who have particular expertise that is helpful in a given situation – feel free to delegate to them or seek their advice.

Either the Project Coordinator (Dale - 0413271289) or Deputy (Kerryn - 0434393033) will be on call. Please do not hesitate to call them at any stage—day or night (remember they may not wake to a text message, so call them if you want a response).

**Responding to particular issues**

Situations may arise during your shift that require an emergency response. Do not hesitate to contact emergency services if the need arises.

Guests confidentiality is extremely important. Wherever possible, conversations regarding a guests welfare should occur away from other guests.

Incident reports should be completed once it is safe to do so.

**Mental Health Concerns**

There may be situations arise in which you are concerned for the well-being of one of our guests. For example, you may notice a significant mood change, distress or despair.

The Mental Health First Aid website provides some helpful guidelines that can be accessed here:

<https://mhfa.com.au/mental-health-first-aid-guidelines>

In particular, the “Suicidal Thoughts and Behaviours” guidelines should be read.

A folder in the “blue box” located at each venue will include print outs of some of these guidelines for your perusal.

If you have any concerns:

* Contact Project Coordinator or Deputy Coordinator for advice and/or
* Contact the Crisis Assessment and Treatment Team (psychiatric triage) - 1300 721 927 and/or
* Contact Emergency services

In all cases, the Project Coordinator/Deputy should also be contacted.

Once the situation has been responded to, ensure that you complete an incident report. The Project Coordinator/Deputy are available to provide you with any support that you need, do not hesitate to contact them.

**Intoxication**

Guests are aware that they will not be admitted to the shelter if they are under the influence of drugs or alcohol.

Guests who have been at the Day Centre or picked up from Lilydale in the bus will have been assessed for intoxication by the Project Coordinator/Deputy. However, if you have concerns regarding a guest’s presentation, please speak to the Venue/Project coordinator. Guests who make their own way to the Night Shelter will not have been assessed. Again, if you have concerns regarding a guest’s presentation, please speak to the Venue/Project coordinator

The intoxication guidelines provided by the Victorian Commission for Gambling and Liquor Licencing are a helpful resource.

<https://www.vcglr.vic.gov.au/sites/default/files/uploadLiquor_licensing_fact_sheet_-_Intoxication_guidelines.pdf>

**Aggression**

Aggression can be physical, emotional or verbal and has an intimidating and undermining impact, damaging the harmony of the Shelter.

In the case of a guest becoming aggressive, the shift leader is responsible for coordinating the response. This may include delegating particular tasks to other volunteers.

In some cases, a guest may be asked to leave the shelter – wherever possible this should occur in consultation with the Project coordinator/deputy.

While unlikely, it is possible that emergency services may need to be contacted for assistance.

**Support/Assistance**

Do not hesitate to contact either the Project Coordinator (Dale - 0413271289) or Deputy (Kerryn - 0434393033) at any stage.