

**Volunteer Coordinator/ Projects Worker (combined role)**

**It Takes A City (Cambridge) - Crossways Winter Provision**

**This is an exciting opportunity to join the It Takes A City (ITAC) team at our award-winning Crossways Winter Provision, where for the 5 months (November to March) we accommodate individuals who would otherwise be sleeping rough in Cambridge.**

**This full-time contract role is split equally between responsibility for management of and administration for the volunteer team (a vital part of the project) and support work, including working directly with our guests at Crossways. There may be a requirement for occasional support work at other ITAC projects.**

**Reporting To**: Support Services Manager

**Contract:** Short term 6-month contract for the period 1 October 2025 - 31 March 2026. Based on the needs of our other year-round projects, there may be the opportunity for a contract extension.

**Salary:** £27,000 FTE (£13,500 for the contract)

**Hours:** Full time post (40hours/week) **-** working hours would typically be Monday – Friday 10/10:30am-6/6:30pm although responsibilities around volunteer management may necessitate occasional weekend working.

**Location:** Cambridge – approximately 1.5miles from the City Centre in Chesterton (further details of exact location on enquiry).

No parking is available on site but there is free parking on nearby streets.

Training, meetings and support work will take place in other locations in central Cambridge.

**Job Overview:**

Approximately 20 hours each week will be spent overseeing the volunteer management at the project including administrative work producing and updating rotas and 20 hours spent on providing support at the project. This distribution of work may change over the duration of the contract with more hours spent on volunteer management during the first few months (particularly in October before the project opens). It is likely that at the later stages of the contract these responsibilities will reverse, with more time spent on support work activities in line with the needs of the winter provision.

The provision is open 24/7 throughout the 5 months of operation, with security guards present throughout the day and night. The support team works Monday to Friday.

**About It Takes a City (Cambridge):**

It Takes A City (ITAC) is a homelessness charity providing support for vulnerable adults who are homeless or experiencing housing precarity in Cambridge.

ITAC’s vision is to end homelessness and rough sleeping in Cambridge, making sure everyone has somewhere to call home, with the support they need. Our aim is not to deliver services in isolation, but to convene, clarify and coordinate, working with partners from across the community in new ways and taking on service delivery for our part as needed. We succeed when we have effective coordination and communication across a large number of partners – public, private and third sector.

**About Crossways** **Winter Provision**:

Crossways will be opening its doors for its fifth winter in November 2025. The model for the project was developed in the work that ITAC did to coordinate the “Everyone In” initiative, which saw Cambridge City Council ensuring that all rough sleepers had the opportunity to come off the streets during the COVID-19 pandemic. The project typically accommodates between 40 and 50 individuals over the course of the winter in a 20-bed building in which each guest has their own room with private bathroom facilities. Adopting a trauma-informed approach to its work, the project’s aim is to secure longer-term accommodation for its guests. Many of our guests have been service-avoidant in the past and to achieve our main aim we have to build relationships that can endure beyond their stays at Crossways as we become their “trusted person”.

Volunteer shifts are available at the project during the day or evening and on any day of the week including weekends.

**Key Responsibilities:**

1. **Working with volunteers and partner organisations – our volunteer team of up to 100 people play an important role at the project. It is the responsibility of this post to help with recruitment, onboarding and writing and maintaining rotas for all volunteer shifts.**
2. **Supporting service users, with direction and training provided by the on-site experienced support team**
3. **Helping to promote the wider aims of It Takes A City (Cambridge) as it seeks to bring an end to rough sleeping in Cambridge**

**Day-to-day Responsibilities:**

* Being involved in the recruitment and training of Volunteers.
* Manage the volunteer database (using the Voluntero platform). Create and update volunteer rotas, ensure reminders of upcoming shifts are sent out and volunteer communications are replied to in a timely way.
* Liaise with the support team to ensure that essential volunteer slots are filled in a timely way.
* Update volunteer cooks with kitchen stock in readiness for their meal preparation.
* Direct housekeeping volunteers to carry out cleaning tasks and sorting of donations and other jobs as needed.
* Assist with housekeeping tasks at the Crossways Winter Provision. These typically include laundry, cleaning of communal areas, preparation of rooms for new guests, and sorting of donations
* Provide a range of support to those accommodated at the Crossways Winter Provision, working alongside the Asst Support Services Manager to identify suitable move-on options and helping ensure that guests are engaging with the services appropriate to their needs and the expectations of potential accommodation providers.
* Facilitate visits to the Crossways Winter Provision by specialist support agencies and social activity groups and volunteers.
* Book in new guests and respond to queries from Cambridge City Council regarding housing benefit claims.
* Undertake any other work required to ensure the efficient operation of the Crossways Winter Provision as directed by the Support Services Manager or Asst Support Services Manager.

**Requirements:**

* An empathetic and welcoming person who is proactive and takes initiative while working flexibly in a changing environment.
* Has a good understanding of homelessness and associated issues that affect the vulnerable people with whom we work.
* Experience managing volunteers and/or working as a volunteer would be valuable.
* Experience working with adults with complex needs (substance use, mental health, domestic and sexual abuse), and relevant qualifications are advantageous but not essential as the postholder will be supported by close partnership working with specialist services in the city including CGL Drug and Alcohol Service and Dual Diagnosis Street Project.
* Can work well in a team environment,
* Good people skills to coordinate volunteers and facilitate guest engagement.
* The post will require the successful applicant to have an enhanced DBS (or be willing for ITAC to apply for one).

**For information:** ITAC is looking for someone who is passionate about

-working with vulnerable people

- sees the value and understands the role of volunteers

- who can work as part of a team.

ITAC is open to discussing the possibility of job sharing. Please note: this role could be a 50% job share, so expressions of interest are invited with a clear summary of the hours that you could work.

Please email us at info@itac.org.uk if you would like the opportunity to discuss the role before applying giving times when you are available.

Applications should be made to info@itac.org.uk. When applying please submit your CV, accompanied by a supporting letter (no more than two pages long) that outlines your suitability for this role and addresses the requirements of the role.

The closing date for applications is 10am on Tuesday August 26th, 2025, and interviews will take place on Thursday August 28th, 2025. If you are unable to attend on that date, please advise in the application so alternative arrangements can be made.

It Takes A City (Cambridge)

c/o St Andrew's Street Baptist Church

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