



Quaker Open Christmas 2009
Union Chapel, Islington, London
23rd to 30th December

Quaker Open Christmas Job Descriptions:

CONTINUITY WORKER AND REFERRALS LINE OPERATOR

The aim of this role is to ensure effective communication across shifts and to take bookings over the mobile phone for Guests.

In this role you will be responsible for:

- Checking the Shift Leaders Information Pack and Talking with the Shift Leader about any day-to-day snags in the running of Quaker Open Christmas. For example, if a person is ill during the night, helping to communicate that information to the next shift leader and to help see the Guests' care through to its outcome.
- Passing on any relevant information from one shift to the next via the shift leader, and ensuring it's recorded in the shift leader's manual (eg. hospitalisations, individuals who have been banned, major incidents, etc.)
- Manning the Referrals Line and taking bookings from 22nd to 29th December. These bookings then must be communicated to the Evening Shift and Overnight Shift Leaders.

Some things to be aware of:

- Although this job is not linking to any particular shift, it will have to be performed every day.
- This job does not have much contact with the Guests.
- This job is most suitable for someone with Shift Leader experience and who is available from 22nd to 30th December.