

## **Introduction**

The Shelter Trust (the “Trust”), a charity, is the largest provider of services to the homeless community of Jersey; offering accommodation and support across its projects for service users aged 16 upwards.

In addition, the Trust also provides an Outreach Service offering food, hot drinks and support for ‘rough sleepers’. The Outreach Service is provided in partnership with Jersey Homeless Outreach Group (JHOG). At the other end of the spectrum of homelessness, we provide an aftercare and resettlement service for service users recently housed outside of Trust premises.

The Trust provides a Drunk & Incapable Unit, in partnership with the States of Jersey Police Service, which is an alternative to police custody.

## **Impact of COVID-19 on Trust services and support**

The Trust has been very busy throughout the COVID-19 pandemic arrangements. We have opened 2 new sites, increasing our capacity by 25% and seen 268 persons (and counting) through our doors since lockdown.

We have reconfigured how we deliver Outreach Services so that we can meet with services users old and new who are struggling with the new community life.

We now have a GP clinic (since March 2020) twice a week at Aztec House. The service has made an enormous difference to the well-being of the service users in supporting the homeless community.

## **Recruitment**

To support the increase in service users presenting to the Trust in 2020, we have had to increase our staffing levels. This has enabled us to continue our high level of support to new and existing service users.

If you would like to find out more about the employment and training opportunities within the Trust, please contact us at: [HR@shelter.org.je](mailto:HR@shelter.org.je)

At present, we have opportunities for full-time (40 hours) permanent Support Workers (day or night shifts), a part-time (15 hours) permanent Housekeeper and Relief Support Workers (zero-hours contract).

## **Volunteering**

Our Project Managers and Outreach Coordinator work with our volunteers to coordinate tasks in accordance with the availability of our volunteers. The tasks we regularly require support with is for the collection of donations, food etc. and ideally, we look for volunteers that would be willing to drive the van. We also look for volunteers to assist with our fundraising events that we run throughout the year.

Through the Trust's partnership with JHOG, we provide food, warm drinks and blankets to 'rough sleepers'. The service is provided by volunteers which work in conjunction with the Trust. The volunteers support staff at the Trust to complete the daily tasks required in providing support to the homeless community of Jersey. JHOG volunteers aim to go out on Tuesdays and Thursdays (both evenings) however, there are also food donations the Trust collects from various places around the Island, with the help of our volunteers.

If you would like to find out more about volunteering with the Trust, please contact us at: [HR@shetler.org.je](mailto:HR@shetler.org.je)

## **Donations and Fundraising**

The Trust relies heavily on fundraising and donations to contribute towards its operating costs, without which, we would be unable to deliver the high level of support to our service users.

Fundraising and donations from the local community are varied, from cash donations raised following dress-down days in schools/workplaces, to donations of tinned/dried food and toiletries and other events and initiatives.

We welcome ideas as to how members of the public can support the work of the Trust through fundraising initiatives and therefore, we encourage you to discuss your suggestions with us. Or, if you would like to be involved in our fundraising events throughout the year, please contact us at: [admin@shelter.org.je](mailto:admin@shelter.org.je)