

Team Leader role and responsibilities

General

1. The Coordinator will designate one Street Angel as Team Leader for the night. They will be asked in advance and are at liberty to decline.

Role and responsibilities of the Team Leader

2. The Team Leader will be in overall charge for that night. If any Street Angel is unsure how to deal with a particular situation the Team Leader's advice should be sought.

3. The Team Leader will assume the responsibilities of Street Angels Team Leader in the Police Protocol:

a. To notify the police of the number of Street Angels on duty that night; how many groups will be deployed; the areas they will work, and the hours they will be on duty. They should do this by contacting the night turn duty Inspector via mobile phone (number to be advised).

b. To be briefed by the Inspector with any information that is deemed relevant to Street Angels deployment.

c. To take safe custody of any controlled drugs or offensive weapons that come into the possession of a Street Angel whilst on duty and to advise the Police (via mobile phone) of receipt of such items. Surrey Police will task a local officer to liaise with the Team Leader to take receipt of the items.

4. The Team Leader should arrive at the base by 9.00 pm on their duty night and carry out those tasks detailed in the 'Notes for Team Leaders' section below.

Notes for Team Leaders

5. Prior to duty evening:

Liaise with Coordinator regarding current situation, arrangements for equipment and radios, and key to base. Ensure you are aware of the Connect premises alarm code.

6. Duty evening 9.00pm - Arrive at base. (Use Police Station car park.)

a. Unpack and lay out equipment and supplies for evening.

b. Confirm radios are working.

c. Put out Stationary Pack containing Tally sheets, Incident report sheets, Accident book, Prayer book, Bible, pens.

d. Put kettle on and lay out brew kit.

7. 9.30pm – Remaining volunteers arrive. (Allow people to get drinks as required.)

8. Confirm how everyone will be getting home at end of night, arranging car sharing/taxi as required.

Team Leader role and responsibilities

9. Hold Briefing:
 - a. Pass on any information from Coordinator, Police etc. or other relevant sources.
 - b. Allocate pairings and timings for the evening.
 - c. Confirm everyone is properly equipped and has Team Leader mobile phone number.
 - d. Confirm use of tally sheets etc.
 - e. Open the evening with prayer.

10. 10.00pm - Send out first two teams.

Rotate teams throughout evening, two hours on - one hour off, with perhaps all teams on street for final hour. If less than a full complement of volunteers is available on a particular night, or if adverse weather conditions dictate, adjust groupings and timings accordingly. Use own judgement depending on how busy the town is. Encourage prayer for the evening during rest periods.

11. 3.30am (approx). When all teams have returned to base, sign off with CCTV/Radio operator.

12. Hold a short Debrief:

- a. Encourage people to share experiences, positive and negative.
- b. Ensure volunteers complete tally sheets etc.
- c. Remind people to claim expenses using claim form in the Volunteer Pack. (Also available in Stationary Pack)
- d. Ensure volunteers return all non-personal issue equipment.
- e. Ensure radios are switched off.
- f. Pack up equipment and check for deficiencies.
- g. Ensure the premises are left clean and tidy, cups washed etc.
- h. Close the evening in prayer.

13. Depart, taking all equipment with you, or leaving it in designated storage area as appropriate. Set the Alarm and ensure external door is locked on leaving.

PLEASE LEAVE QUIETLY TO AVOID DISTURBANCE TO NEIGHBOURS.

14. By following Monday evening:

- a. Contact Coordinator with a report of the evening and arrange to pass on tally sheets and other report sheets if used, list of any equipment deficiencies, and key to premises.
- b. Advise Coordinator of any issues arising from the evening which require follow up, either with volunteers, other night-time economy workers, Police, venues etc.