



Rough Sleeper Support Worker

The Kings Arms Project was started over 30 years ago as a response to seeing people sleeping rough on the streets of Bedford. Founded on the Biblical mandate for social justice, we have grown into a charity which works with the local community and National Government. We provide professional advice, innovative solutions and person centered care to those at risk of homelessness and social isolation.

Our Vision

Every person thriving in a place they call home, living a fulfilling life in community

Our Mission

To tackle homelessness, displacement and social isolation by

- Providing opportunities for people to thrive and have a home
- Connecting people into meaningful communities.
- Demonstrating the love of Jesus
- Advocating for Justice

Our Values

Hope – We believe there is hope for everyone, always

Community – We all thrive when are connected in community

God is Good – We depend on God and His goodness for everything we do

Learning & Excellence – By seeking to learn, listen and grow we are better able to achieve excellence in all that we do



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JOB DESCRIPTION

Hours:	40 hours per week
Pay:	£19,285 (pension scheme and life insurance)
Accountable to:	Harries House Team Leader
Line Manager:	Harries House Team Leader
Holiday:	25 days a year (Plus bank holidays)
Probation:	6 months

SUMMARY OF POST

Our Nightshelter is transitioning into an innovative hybrid service that offers direct emergency access and longer term residential support under the same roof.

This post is to join our existing nightshelter team, who work with a broad diversity of clients. Within this client group, the common factors of support needs are housing, mental health, addiction, employment, meaningful activities and building into community.

Our client base is made up of three beds of direct access accommodation and eight other beds that clients would be referred to, this by a variety of different agencies in Bedford.

Your role will be to undertake assessments of the clients, which will lead to a comprehensive, holistic and person centered support plan. Working in conjunction with other departments of the King's Arms Project, as well as liaising with external providers, our aim will be equip and empower clients to make the next step towards gaining more permanent accommodation

With relevant supervision and training, we expect you to provide a client-focused service in line with the vision, ethos, values and mission of the King's Arms Project, and willing to work within a Christian framework.



King's Arms Project respects individuals of all faiths and none. This post carries a genuine occupational requirement (GOR) that the post-holder be a practising Christian.

Role reports to: Harries House Team Leader

Key internal relations: Harries House team, Outreach Team,, Accomodation Team,Pathways to Employment Team, Refugee and Migrant services team.

Key external relations: Bedford Borough Council, SMART; JobCentre Plus; Path to Recovery; Housing Providers

MAIN DUTIES & RESPONSIBILITIES

- Undertaking a comprehensive, person centred assessment of each client that is referred to Harries house and working in partnership with them to create client support plans and risk assessments. Ensuring risk assessments, support plans and outcomes are dynamic, updated regularly and assessed on an individual case-by-case basis.
- Systematic recording of all notes and actions related to client support, maintaining up-to-date risk assessments and support plans using our case management system.
- Providing support for clients through relevant, regular support meetings, plans and reviews
- Supporting service users in referring them to Housing advice and providing a robust sign-posting service with referrals to relevant agencies and support services.
- Supporting and encouraging clients in building links with support organisations, such as Bedford Borough Council, Social Services, Drug and alcohol agencies,Housing providers, our Pathways team and ESOL provision, where relevant.
- Facilitating access to general and specialist health care.



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- Enabling access to specialist support and mainstream services such as education, leisure, culturally specific services, employment opportunities, etc.
- Supporting service users in maximising and maintaining income.
- Liaising and advocating on service users' behalf with others such as landlords, social services and accommodation providers.
- Providing crisis intervention support including responding to risks such as mental health, addiction and anti-social behaviour.
- Supporting to combat social exclusion, isolation and exploitation.
- Keeping informed about external developments with services and agencies and strategy for rough sleepers.
- Running and maintaining the house, e.g. shopping, cooking and cleaning.

ADDITIONAL DUTIES & RESPONSIBILITIES

- Maintaining working practises that reflect the overall ethos and vision of KAP, including following our policies, procedures and code of conduct.
- Respecting and supporting the whole KAP staff team, contractors and volunteers
- Taking responsibility for your own workload and your own personal development
- To actively participate in supervision sessions (1-2-1s, team meetings and annual reviews).
- Attending and being involved in team meetings, training, prayer / worship times and social activities, as well as all personal development meetings, including supervisions and mentor sessions.
- In addition to the duties set out in this job description the post holder may at times be required to undertake additional or other duties to meet the needs of King's Arms Project.



PERSONAL QUALITIES

The Rough Sleeper Support Worker is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential :	Desirable:
Working with vulnerable and disadvantaged people	✓	
Previous experience, ideally in delivering services around homelessness, supported housing, mental health, alcohol & drugs misuse, and vulnerability.	✓	
Excellent knowledge of benefits and local housing systems and processes.	✓	
Previous experience of supporting and mentoring individuals	✓	
First Aid Certificate		✓
Skills:		
Ability to undertake assessments, identify client needs and sign post to services	✓	
Ability to maintain professional boundaries and confidentiality and build relationships with people from a variety of backgrounds based on a desire to serve others	✓	
Able to handle confrontation and conflict situations	✓	
Self-motivated, able to work alone as well as in a team.	✓	
Excellent IT, verbal and written communication skills with clients, colleagues and professional agencies	✓	
Good time management skills, including the ability to prioritise and plan work to meet deadlines	✓	
Be able to demonstrate initiative and creativity in finding solutions-orientated thinking to complex issues	✓	



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General:		
Hold a full, clean driving licence with insurance for business use		✓
Ability to work flexible hours including evenings, weekends and on-call	✓	
Maintain and observe health and safety policies and procedures.	✓	
Willingness to develop within the job and undergo relevant training	✓	
Respect and sympathy for people struggling with chaotic lifestyles and/or life-controlling addictions	✓	
Commitment to safeguarding vulnerable groups	✓	
Ability to maintain a healthy work / life balance	✓	
Be committed to Equality and Diversity, willing to learn and take on responsibility	✓	
Be positive, patient and adaptable under pressure	✓	
Be a committed Christian who is passionate about Jesus	✓	

This post would require a DBS check and the taking up of two references.



PERSONAL DEVELOPMENT

As part of King's Arms Project, it is our desire to invest in you personally with prayer and opportunity. We do so through mentoring, supervisions, and on-going training. It is assumed that you will cultivate a healthy and regular prayer life and bible study as part of your personal development.

Mentoring

The main aim of mentoring is for staff members to gain support from someone outside their normal working environment. This provides an opportunity every 4-6 weeks to address emotional and spiritual health as well as to talk about personal issues that may arise.

Supervision

One-to-one staff supervisions are completed every 4-6 weeks in order to give opportunity to talk through successes, challenges, development/training needs, and other work-related issues as they arise.

Training

Regular on-going training is provided within work hours in the following contexts: Project-wide team training, house team meetings, suggested reading and opportunities for regular professional training.