

## KING'S ARMS PROJECT

### Tenancy Support Officer

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The King's 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-centred 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 God.
- Advocating for Justice.

#### Our Values

Hope – We believe there is hope for everyone, always.

Community – We all thrive when we 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.

King's Arms Project respects individuals of all faiths and none.

### JOB DESCRIPTION

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**Hours:** 40 hours per week

**Pay:** £26,000 pa (pension scheme and life insurance)

**Line Manager:** Head of Accommodation

**Key internal relations:** Accommodation, Pathways, Outreach, and R&MS services

**Key external relations:** Bedford Borough Council, Housing Associations, property landlords and neighbours, P2R

**Holiday:** 25 days a year pro rata (Plus bank holidays)

**Probation:** 6 months

## **SUMMARY OF POST**

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This post serves to provide excellent and progressive tenancy support for our Supported Accommodation clients by working with them to maintain independence, choice and control. With relevant supervision, we expect you to provide a client-focused service in line with the vision, ethos, values and mission of the King's Arms Project.

You will ideally have a related professional qualification and will have a working knowledge and experience of tenancy support and working with individuals facing homelessness.

This role carries a requirement to be part of the evening and weekend on-call team, with additional holiday provided for this task.

## RESPONSIBILITIES INCLUDE

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- Delivering the KAP Tenancy Support services in accordance with the Service Specification agreed with KAP leadership and Funders.
- Promptly identifying which clients are likely to benefit most from services and providing tailored support to suit their needs.
- Spending up to one evening or early morning a week with clients, where appropriate, to make assessments of their current circumstances and holistic needs.
- Supporting clients to secure and sustain move on accommodation: rent payments, utilities, neighbour disputes, budgeting, reporting repairs, dealing with correspondence etc.
- Providing a clear sign-posting service with referrals to relevant agencies and support services.
- Supporting and encouraging clients in building links with support organisations, such as Housing Associations, Social Services, drug and alcohol agencies.
- Facilitating access to general and specialist health care, as well as services such as education, leisure, cultural-specific services, employment opportunities, etc.
- Advertising and advocating for this service within the community.
- Attending all relevant meetings and training as agreed with your line manager.
- Supporting clients in maximising and maintaining income.
- Ensuring that risk assessments, support plans and outcomes are flexible and made on an individual case-by-case basis.
- Liaising on clients' behalf with others such as landlords, money and health services, and accommodation providers.
- Providing applicable measures specified by funders.
- Providing crisis intervention support including responding to risk such as eviction, anti-social behaviour, loss of amenities, etc.

## ADDITIONAL DUTIES & RESPONSIBILITIES

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- Maintaining working practices that reflect the overall ethos and vision of KAP, including following our policies, procedures and code of conduct.
- Promoting the well-being of clients in line with the vision and values of KAP.
- Proactively assisting KAP Leadership Team in developing and making viable suggestions for the improvement of the service and role.
- Informing senior management of service IT requirements.
- Sharing good practice with colleagues in support of the continuous improvement of the service.
- Taking responsibility for personal development.
- Attending and being involved in team meetings, training, social activities, as well as all personal development meetings, including supervisions.
- Respecting and supporting the whole KAP team and volunteers.
- 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

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The Tenancy Support Officer is especially suited for someone who fits the following description:

<b>Experience and knowledge of:</b>	<b>Essential:</b>	<b>Desirable:</b>
Working with vulnerable and disadvantaged people	✓	
Delivering tenancy support services		✓
Liaising with local and national support organisations	✓	
<b>Qualifications:</b>		
Related housing/support qualification		✓
First Aid Certificate		✓
<b>Skills:</b>		
Ability to identify client needs and signpost 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	✓	
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	✓	
Able to demonstrate initiative and creativity in providing solutions-orientated thinking to complex issues	✓	
<b>General:</b>		
Hold a clean driving licence with insurance for business use	✓	
Ability to work flexible hours including occasional evenings, weekends and on-call	✓	
Maintain and observe conditions of health and safety	✓	
Willingness to develop within the job and undergo relevant training	✓	
Respect and sympathy for people struggling with chaotic lifestyles and/or life-controlling addictions	✓	
Be committed to Equality and Diversity, willing to learn and take on responsibility	✓	
Be positive, patient and adaptable under pressure	✓	

## PERSONAL DEVELOPMENT

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### Supervision

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

### Training

Regular ongoing training is provided within work hours in the following contexts: bi-weekly Project-wide team training, weekly Accommodation service team meetings, and regular professional training.

## WHAT NEXT?

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Should you wish to pursue this opportunity, please visit <http://kingsarmsproject.org/jobs/> and download the application form. Once you have completed the form, please email it to [info@kingsarmsproject.org](mailto:info@kingsarmsproject.org). You will then be contacted with the outcome of your application, and to schedule an interview should you be selected for the second stage of the application process.

Thank you for considering a job with King's Arms Project. We look forward to hearing from you!