



# King's Arms Project

## **Bedford Winter Nightshelter Coordinator**

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-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 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

## JOB DESCRIPTION

**Hours:** Ideally, a rolling shift pattern of two mornings, two evenings, followed by two days off, however we are open to discuss differing availability. Morning shifts would be 6.45am-11.45am, and Evening shifts would be 6pm-11pm.

**Pay:** £28,000 PRO RATA, based on 100 days open, plus additional training days to be discussed.

**Accountable to:** Head of Outreach & Support Services

**Holiday:** Holiday pay will be paid on a pro rata basis, and added to each payslip.

**Key internal relations:** Outreach Team Leader, Outreach team, Senior Management team, Central Office Team.

## SUMMARY OF POST

This post is to facilitate the smooth running of the Bedford Winter Nightshelter at 56 Harpur Street, Bedford. This provision is to offer opportunities for shelter, food, community, and a place to sleep for the rough sleepers in the community of Bedford during the coldest months of the year. Within this client group the common factors of support needs are homelessness, mental health, addiction, employment, immigration and housing.

This role will act as a point of contact for all internal teams with regards to the Winter Nightshelter, as well as external partner agencies, and our bank of Winter Nightshelter Volunteers.

Throughout the opening times of the Winter Nightshelter, this role will be responsible for leading and coordinating the bank of volunteers on each shift to run a welcoming and safe space for the rough sleepers seeking shelter each night. There will be some practical and administrative tasks, including rota management, communication emails/texts, bedding changes, and general tidying, to complete during the office hours in the morning shift, as well as leading the shifts when we are open to guests.

## MAIN DUTIES AND RESPONSIBILITIES

- Opening and securely closing down 56 Harpur Street
- To gather the team at 7pm to ensure everyone is confident in how the evening will run
- Delegate the various jobs for the evening throughout the volunteer team (ensuring sleeping facilities are prepared, food is ready for serving, games are out etc)
- Check the guest list to see who we already know is coming in that night

- Ensure robust risk management on entry for guests
- Take the lead on welcome and triage for new guests
- Facilitate the team in making guests feel welcome
- Completing Handover documents accurately for each shift
- Pastoral support of staff as needed and ability to de brief after any incidents that require emergency services.
- Systematic recording of all notes and actions related to client support
- Building trust and maintaining positive working relationships with all clients, external agencies, and other areas of KAP.
- Manage the rota of volunteers, and communication with volunteers regarding the rota, shift reminders, as well as weekly updates.
- Ensure that handovers are complete for each shift leader, as well as the KAP Outreach Team.

## ADDITIONAL DUTIES & RESPONSIBILITIES

- Monitoring movement of clients/guests in the building during opening hours of Winter Nightshelter
- Periodic checking of sleeping area
- Processing laundry
- Ensuring all beds are ready for use and the bedding regularly changed
- Ensure there are enough kitchen resources needed for each shift (bread, milk, tea, coffee etc)
- Be a point of contact for food volunteers
- Oversight of kitchen volunteers adhering to food hygiene standards
- Maintaining kitchen food hygiene documentation
- Ensuring all volunteers have an introduction to the WNS, a name badge, and have read our Volunteer Handbook
- Liaising with Outreach team in regard to guests being referred to them for support
- Attending necessary meetings with members of the KAP Staff team
- 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.

## PERSONAL QUALITIES

This role is especially suited for someone who fits the following description:

<b>Experience and knowledge of</b>	<b>Essential</b>	<b>Desirable</b>
Proven work experience with this client group	✓	
Ability to work well with a diverse range of clients, professionals, and other agencies	✓	
Ability to be resourceful and proactive when issues arise	✓	
Confident in use of telephone and all Microsoft packages	✓	
Excellent communication skills	✓	
<b>Qualifications</b>		
GCSE grade A-C/9-4 in English and Maths	✓	
<b>Skills:</b>		
Excellent written and verbal communication.	✓	
Excellent Administrative skills.	✓	
Good telephone communication and active listener.	✓	
Organised and resourceful.	✓	
Service user focused.	✓	
Patience and the ability to manage diverse service users.	✓	
Pastoral gift, with ability to empathise with people, demonstrating care and compassion.	✓	
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 work in a team, and lead a team.	✓	
Ability to work to a high standard with excellent attention to detail.	✓	
Ability to adapt and multitask.	✓	
Supportive team player committed to the unity of the team.	✓	
Experience of using intercom door system and ability to triage visitors.	✓	
<b>General</b>		
Ability to manage own workload.	✓	
Is adaptable and enjoys a changing environment.	✓	
A passion for supporting those experiencing disadvantage.	✓	
Ability to maintain a healthy work/life balance.	✓	

Be positive, patient, resilient, and enthusiastic under pressure.	✓	
Be committed to equality and diversity.	✓	
Maintain and observe Health and Safety and Safeguarding policies and procedures.	✓	
Ability to work flexible hours to cover team-mates in case of illness.	✓	

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

## PERSONAL DEVELOPMENT

### **Supervision**

Contact with Line Manager will be regular and as needed to give opportunity to talk through work related issues.

### **Training**

There will be an initial induction including Level 2 Safeguarding Adults Training, along with other specific needs as they arise..

### **WHAT NEXT?**

Should you wish to pursue this opportunity, please visit <https://kingsarmsproject.org/vacancies/> and complete the application form. 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!