

Outreach 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-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: 40 hours per week- please note that this may include early mornings and some evenings.

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

Accountable to: Head of Outreach & Support Services, Outreach Team Leader

Line Manager: Outreach Team Leader

Holiday: 25 days a year (Plus bank holidays) and additional 5 days per year for being on call.

Probation: 6 months

SUMMARY OF POST

Role reports to: Outreach team leader

Key internal relations: Head of Outreach and Support Services, Outreach Team Leader, Outreach team, Accommodation team, Pathways team, Refugee and Migrant Service team, Senior Management team.

Key external relations: Bedford Borough Council, SMART, P2R, Job Centre Plus, Housing providers, HMP Bedford, Primary Care Services, Job Centre, Probation.

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

You will be supporting these clients by undertaking a client focused support plan and risk assessment in a holistic, person-centred manner.

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 Kings Arms Project and willing to work within a Christian framework.

The team regularly prays with and for clients, seeking to demonstrate Christian values in line with our belief that everyone is created in the image of God, has equal dignity and worth regardless of ethnicity, religion, culture, class, gender, sexuality, disability, or age.

You will ideally have a related professional qualification and will have a working knowledge and experience 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.

MAIN DUTIES AND RESPONSIBILITIES

- Provide assertive outreach and engagement with street-based service users presenting with complex needs and barriers to engagement. This includes undertaking early morning outreach twice a week from 5am and may include working some evenings.
- Undertaking a thorough assessment of the clients support needs and risks and working in partnership with them to create client support plans and risk assessments.
- Ensuring risk assessments and support plans are dynamic, updated regularly and assessed on an individual case by case basis.
- Systematic recording of all notes and actions related to client support, using our case management system, Inform.
- Supporting service users in securing and sustaining accommodation- rent payments, utilities, neighbour disputes, budgeting, reporting repairs, dealing with correspondence so they can maintain their accommodation.
- Supporting clients who continue to sleep rough with regular welfare checks and holistic case support.
- Providing a robust signposting service with referrals to relevant agencies and support services. Supporting and encouraging clients to engage with these organisations.
- Liaising and advocating for the client in relation to housing provision, benefits, health.
- Advocating for access to general and specialist health care, education, leisure, culturally specific services, training, and employment services etc.
- Fulfilling funders and commissioners reporting requirements, generating statistics, case studies and keeping detailed records.
- Recording all safeguarding referrals to Outreach Safeguarding Concerns record.
- Keeping up to date with legislative changes and procedures regarding housing and homelessness.
- Advertising and advocating for this service within the community.
- Supporting service users in maximising and maintaining income.
- Providing crisis intervention support including responding to risks such as eviction, anti-social behaviour, loss of amenities etc.
- Attending appointments with clients, as needed i.e. court, housing, health assessments.
- Along with the Outreach Team Leader to gain accurate knowledge of the numbers and type/demographic of people sleeping rough in the borough and the locations where it is believed they are.

- Be part of the daytime duty rota at Harpur Street to provide daily support for drop-in clients and emergency situations.
- To liaise with other teams across KAP and provide support at courses/training which clients may attend.

ADDITIONAL DUTIES & RESPONSIBILITIES

- 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.
- To participate in internal/external meetings as required, attend training events, conferences and other functions as necessary.
- Sharing good practice with colleagues in support of the continuous improvement of the service.
- Being part of the staff team for the Winter Nightshelter if necessary. This could include undertaking your work hours in the evening or early morning.
- Completing assessments for new rough sleepers and liaising with other agencies.
- Taking responsibility for your own workload and your own personal development.
- To actively participate in supervision sessions (one-to-ones, team meetings and annual reviews).
- 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.
- Being part of the KAP wide on- call rota for out of hours support to those that reside in our accomodation (with the benefit of up to 5 additional days in annual leave pro-rata).

PERSONAL QUALITIES

Experience and knowledge of	essential	desirable
Significant experience of delivering support services to socially excluded clients in a street based/day centre or similar setting.	✓	
Working with vulnerable and disadvantaged people	✓	
To provide trauma informed practical and emotional support		
Previous experience in delivering services around homelessness, supported housing, mental health, alcohol and drugs misuse and vulnerability.	✓	

Working collaboratively to achieve positive outcomes for clients.	✓	
Excellent knowledge of benefits and processes.	✓	
Previous experience of supporting and mentoring individuals.	✓	
Understanding of safeguarding and its processes.	✓	
Housing assessments, processes, and legal duties	✓	
Experience of working cooperatively with external partner agencies, e.g. Police, Social Services, NHS, as well as housing providers and voluntary agencies.	✓	
Experience of working in a client-centered approach and the necessary professional social skills to initiate and maintain constructive and appropriate relations with clients and agencies.	✓	
The importance of maintaining professional boundaries when supporting vulnerable people.	✓	
Ability to adapt and communicate well with people who have English as a second language.	✓	
Strong IT skills- ability to use all Microsoft applications, record statistics and client case logs, using Inform.	✓	
Qualifications		
GCSE Grades 4-9 in English & Maths	✓	
Other employability-based qualifications for the purpose of assisting clients obtain employment or volunteering work.	✓	
Skills:		
Ability to undertake assessments, identify client needs and signpost to services	✓	
Ability to maintain professional boundaries and confidentiality and build relationships with people from the 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	✓	
Strong IT skills including all Microsoft programs.	✓	
Excellent ability to communicate, both verbally and in writing and collate and evidence work and outcomes using case management databases	✓	
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.	✓	
An understanding of the causes of homelessness and, in particular, the needs of people who are multiply-disadvantaged in their homelessness.	✓	
Efficient and productive with good strategy, planning and time management skills, including the ability to prioritise and meet deadlines.	✓	

A flexible and creative approach to working with a sometimes hard to reach client group.	✓	
Provide information, and advice on welfare rights, housing options, tenancy rights and responsibilities to enable clients to make informed choices.	✓	
To be able to participate in multi-disciplinary working with partner agencies including case conferences to further the support planning and resettlement process for individual clients.	✓	
A strong working knowledge of navigating the welfare benefits system.		
Thorough understanding of risk assessment / management.		
Experience of challenging decisions to advocate for clients.		
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 compassion for people struggling with chaotic lifestyles and or life controlling addictions.	✓	
Commitment to safeguarding vulnerable groups and individuals.	✓	
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 willing to work within a Christian framework.		✓

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

PERSONAL DEVELOPMENT

Supervision

One-to-one staff supervisions are completed every 4-6 weeks 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: bi-weekly Project-wide team training, weekly Outreach team meeting and regular professional training.