



**King's
Arms
Project**

Bedford Winter Nightshelter Shift Leader

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: Morning Shift: **6.45am–8.30/9am, and Evening shifts would be 6pm–11pm.** We are flexible on the number of shifts/hours wanted – to be discussed at interview.

Pay: Hourly rate of £13.46 + £1.70 per hour holiday pay = making a total of £15.16 per hour.

Accountable to: Head of Outreach & Support Services

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 Night shelter 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 oversee the volunteers on each shift and act as the main person in charge. There will be some practical and administrative tasks as well as volunteer and guest care.

MAIN DUTIES AND RESPONSIBILITIES

- Opening and securely closing down 56 Harpur Street (weekends only)
- To gather the team at shift starts to ensure everyone is confident in how the shift 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 and liaise with security team
- WNS Pastoral support of staff as needed and ability to de brief after any incidents that require emergency services.
- Liaise with KAP On-call team as needed
- 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.
- 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 Night shelter
- Periodic checking of sleeping area
- Processing laundry (or delegating as appropriate).
- Ensuring medication processes are adhered to and medication is stored securely
- Ensuring all beds are ready for use and the bedding regularly changed
- Oversight of kitchen volunteers adhering to food hygiene standards
- Maintaining kitchen food hygiene documentation
- To be responsible for adhering to Kap Policies regarding Health & Safety, Data Protection and Fire Evacuation
- Promoting the well-being of clients in line with the vision and values of KAP.

PERSONAL QUALITIES

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

Experience and knowledge of	Essential	Desirable
Proven work experience with this client group	✓	
Ability to be resourceful and proactive when issues arise	✓	
Confident in use of telephone and all Microsoft packages		✓
Excellent communication skills	✓	
Skills:		
Excellent written and verbal communication.	✓	
Excellent Administrative skills.		✓
Ability to empathise with people, demonstrating care and compassion.	✓	
Able to work in a team and lead a team maintaining professional boundaries.	✓	
Ability to adapt and multitask.	✓	
Experience of using intercom door system and ability to triage visitors.		✓

General		
Is adaptable and enjoys a changing environment.	✓	
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.

Oversight will be provided by the WNS Daytime Operations Coordinator, and the Outreach Team.

Training

There will be Safeguarding and First Aid training provided as required in addition to role specific training, and volunteer training evenings.