



KING'S ARMS PROJECT

Support Worker

King's Arms Project has been working with the homeless in Bedford since 1989. Our Christian identity underpins everything that we do. Motivated by our faith, we are committed to following the teaching and example of Jesus Christ in his identification with those who are poor, vulnerable or forgotten.

We believe:

- There is no such thing as a hopeless case.
- People belong in community.
- People deserve opportunity.
- God is good.

We will:

- Prioritise God.
- Get there together.
- Be part of the solution.

SUMMARY OF POST

This post serves to provide excellent support for homeless and disadvantaged clients as well as facilitating the day-to-day running of the house. In conjunction with the other members of the team and 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.

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:	Nightshelter Team Leader
Key internal relations:	Nightshelter Team Leader, Nightshelter Support Specialist and the wider team.
Key external relations:	Bedford Borough Council, support agencies and local neighbourhood

MAIN DUTIES & RESPONSIBILITIES

- Communicating well with outside agencies, organisations and other areas of KAP.
- Having a good and up-to-date understanding of local housing, support and benefit systems.
- Building trust and good relationships with all clients.
- Providing support for clients through relevant support meetings, plans and reviews as well as liaising with outside agencies on their behalf.
- Fulfilling specific admin responsibilities, such as keeping and maintaining appropriate documentation and records.
- Running and maintaining of the house, e.g. shopping, cooking and cleaning.
- Completing house duties as assigned.
- Playing an active role in maintaining house ground rules and implementing the discipline system where necessary, in line with our policies.
- Promoting and engaging with KAP activities and courses for clients, e.g. Pathways to Employment and Meaningful Activities.
- Positively supporting team leaders and the wider KAP Leadership Team in their roles and completing delegated tasks.



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.
- Playing an active role in the wider KAP Leadership Team.
- Informing line manager 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, prayer/worship times and social activities, as well as all personal development meetings, including supervisions and mentor sessions.
- 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

The Nightshelter Support Worker role is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential:	Desirable:
Previous experience, ideally in delivering services around homelessness, supported housing, mental health, alcohol & drugs misuse, and vulnerability.		✓
Good understanding of benefits and local housing systems and processes.		✓
Qualifications:		
NVQ Level 5 in a relevant social housing qualification		✓
First Aid Certificate		✓
Skills:		
Proven gifting and experience in delivering support around homelessness		✓
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	✓	
General:		
Ability to work flexible hours including evenings, weekends	✓	
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	✓	
Be a committed Christian who is passionate about Jesus	✓	

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 employee members to gain support from someone outside their normal working environment. This provides 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 employee 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.