



KING'S ARMS PROJECT

EEA Case 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.

SUMMARY OF POST

With the existing Outreach team, provide support to rough sleeping EEA nationals, supporting them into accommodation and helping them to engage in support services, employability training, health and wellbeing. Delivered through comprehensive assessment and regular client-centred mentoring.

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:** Outreach Team Leader
- Key internal relations:** KAP Outreach Team Leader, wider Outreach team, Pathways to employment team
- Key external relations:** Clients; HUB services, Mentoring services; Job Centre Plus; P2R; Bedford Borough Council; Housing Providers

This role carries a requirement to be part of the evening and weekend on-call team

MAIN DUTIES & RESPONSIBILITIES

- Promptly identifying which clients are likely to benefit most from services and providing tailored support to suit their needs.
- Being based at the HUB, two to three mornings per week, partnering with the HUB service to utilising the support functions available.
- Supporting users to engage with the Habitual Residency process engage with job search programmes and help them into employment.
- Spending up to one evening a week (Friday Night Meeting), or an early morning doing outreach (in team), in order to identify clients alongside current staff and spend time with them; making assessments of their current circumstances and holistic needs.
- Supporting service users in securing and sustaining accommodation – rent payments, utilities, neighbour disputes, budgeting, reporting repairs, dealing with correspondence, etc.
- Providing a robust 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, Polish British Integration Centre, Immigration centres, Bedford Borough Council, Day Centre’s and the Nightshelter.



- In the spirit of the Reconnections Protocol, have regular interaction with the Bedford Borough Council Reconnections Worker; assisting with outreach activities, visiting encampments, reviewing caseloads, and supporting the reconnection process if clients choose to engage.
- Keeping up to date with changes to EEU policies and laws relating to residency and the right to reside in the UK
- Facilitating access to general and specialist health care.
- Enabling access to specialist support and mainstream services such as education, leisure, culturally specific services, employment opportunities, etc.
- Advertising and advocating for this service within the community.
- Supporting service users in maximising and maintaining income.
- Ensuring risk assessments, support plans and outcomes are flexible, updated regularly and made on an individual case-by-case basis.
- Liaising and advocating on service users' behalf with others such as landlords, social services and accommodation providers.
- Complying with process and quality assurance processes, including keeping up to date with all relevant reporting documentation such as Performance Indicator workbooks and Client Record Forms. Report back on any agreed outcomes. Ensuring all relevant management information returns are completed and submitted to the relevant bodies within the specified time scales.
- Providing crisis intervention support including responding to risk such as eviction, anti-social behaviour, loss of amenities, etc.
- Supporting to combat social exclusion, isolation and exploitation.
- Keeping informed about external developments with services and agencies and strategy for rough sleepers.
- Ensuring risk assessments, support plans and outcomes are dynamic, updated regularly and assessed on an individual case-by-case basis.



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 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 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 EEA Case Worker is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential:	Desirable:
Working with vulnerable and disadvantaged people	✓	
Previous experience, ideally in delivering services around homelessness, supported housing, mental health, alcohol & drugs misuse, and vulnerability.	✓	
Be able to speak Polish or have the ability to communicate in languages other than English, at least through an interpreter.		✓
Excellent knowledge of benefits and local housing systems and processes.	✓	
Previous experience of supporting and mentoring individuals	✓	
Qualifications:		
First Aid Certificate		✓
Skills:		
Ability to undertake assessments, identify client needs and sign post 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	✓	
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:		
Hold a clean driving licence with insurance for business use		✓
Ability to work flexible hours including 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	✓	
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 staff 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 staff 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.