



KING'S ARMS PROJECT

Tenancy Support Officer

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 and progressive tenancy support for Move-On Housing clients by working with them to maintain independence, choice and control. 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: Director of Services

Key internal relations: Accommodation Team Leaders, PTE Team Leader



Key external relations: Bedford Borough Council, Housing Associations, Social Services

You will ideally have a related professional qualification and will have a working knowledge and experience of tenancy support and working with individuals facing homelessness.

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

MAIN DUTIES & RESPONSIBILITIES

- Delivering the KAP Tenancy Support services in accordance with the Service Specification agreed with KAP leadership and Funders.
- Promptly identifying which clients are likely to benefit most from services and providing tailored support to suit their needs.
- Spending up to one evening or early morning a week with clients where appropriate in order to make assessments of their current circumstances and holistic needs.
- Supporting service users to secure and sustain move on accommodation– rent payments, utilities, neighbour disputes, budgeting, reporting repairs, dealing with correspondence etc.
- Providing a clear 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.
- Facilitating access to general and specialist health care, as well as services such as education, leisure, culturally specific services, employment opportunities, etc.
- Advertising and advocating for this service within the community.
- Attending all relevant meetings and trainings as agreed with your line manager. This will particularly include the Bedfordshire Homeless Conference.
- Supporting service users in maximising and maintaining income.
- Ensuring that risk assessments, support plans and outcomes are flexible and made on an individual case-by-case basis.



- Liaising on service users' behalf with others such as landlords, social services and accommodation providers.
- Providing applicable measures specified by funders.
- Providing crisis intervention support including responding to risk such as eviction, anti-social behaviour, loss of amenities, etc.

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.
- 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 Tenancy Support Officer is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential:	Desirable:
Working with vulnerable and disadvantaged people	✓	
Delivering tenancy support services		✓
Liaising with local and national support organisations	✓	
Qualifications:		
Related housing/support qualification		✓
First Aid Certificate		✓
Skills:		
Ability to 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	✓	
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.