



KING'S ARMS PROJECT

Pathways Team, Learning & Engagement Coordinator

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

We believe that *there is no such thing as a hopeless case, people belong in community, people deserve opportunity and God is good and we will Prioritise God, get there together and be part of the solution.*

King's Arms Project employs a diverse team. We currently employ individuals with lived experience of homelessness as well as those with personal experience of the UK asylum system. We have a cohesive team, with members who have been on staff for a number of years and others who have returned from other employment opportunities or are working for KAP for the first time. The office culture is friendly and supportive and we work closely together to see lives transformed in a sustainable way.

SUMMARY OF POST

The Pathways Team serves to empower clients to make the journey from homelessness to belonging in community (this could include employment or other meaningful activities). The Course Coordinator develops and facilitates accessible activities and skills learning, provides one-to-one support to build trust and encourage progression, and is actively involved in enabling clients to keep moving forward toward engaging with mainstream community, education, volunteering and employment (according to abilities and needs).

In conjunction with the other members of the team and with relevant supervision, the post holder will support the Pathways Team Leader to provide a service that is co-produced and developed with members of the Pathways Community and reflects the needs and interests of course attendees. You will be passionate about ensuring that the Pathways Community remains dynamic, client-led and solution-focused.



Pathways team deliver a number of services, including:

- Organising and delivering a holistic course programme for clients throughout Bedford who are homeless, at risk of homelessness or have recently been homeless.
- The monthly course programme includes activities to develop employability skills, independent living skills and social skills.
- Through the Employment Program we support and facilitate Voluntary and Paid work opportunities for those with lived experience of homelessness.
- We strongly believe that all course attendees can have a positive impact on the development of the Pathways Community. We actively seek to encourage participation, feedback and ideas from individuals to enrich the service we provide.

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: Pathways Team Leader

Key Internal Relations: Support Workers, Pathways Team Leader, Outreach Team, Nightshelter Team, Refugee & Migrant Services Team, ESOL Team, Accommodation Team, Fundraising Team.

Key External Relations: Local organisations including local hostels, Bedford business community and local social enterprises, trainers and course providers.

This role may require working occasional evenings and weekends.

MAIN DUTIES & RESPONSIBILITIES

working with people

- Building trust and maintaining positive working relationships with all course attendees, external agencies and other areas of KAP.
- Working with a diverse range of individuals with varied support needs (and sometimes challenging behaviour) and tailoring courses and sessions to address these individual needs.

Overseeing courses

- Through developing/running and facilitating all aspects of these: Advertising courses through posters and ongoing networking within the organisation as well as to external organisations including local hostels and council provision



- Maintaining appropriate paperwork including confidential referrals, course Risk Assessments and service monitoring/ evaluation.
- Contacting and recruiting attendees prior to courses and ensuring numbers are sufficient for each course.

Evidencing Impact

- Creating and adjusting feedback forms for each course and using Excel and Microsoft Word to record feedback.
- Handling and analysing team statistics which can be clearly communicated in regular reports and fundraising applications.

Developing

- Involvement in discussion and decision making regarding overall development and progression of Pathways as a whole.
- Ongoing research into the needs of clients and ways in which courses activities and provision can continue to be relevant, beneficial and accessible to clients.
- Ongoing development of on-line groups and resources.

ADDITIONAL DUTIES & RESPONSIBILITIES

- Maintaining working practices that reflect the overall ethos and vision of KAP, including following our policies, procedures and code of conduct.
- Respecting and supporting the whole KAP team, external stakeholders and volunteers.
- Involved in supporting and training volunteers and Employment Programme participant.
- Taking responsibility for your own workload and your own personal development.
- To actively participate in supervision sessions (1-2-1s, team meetings and annual reviews).
- 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.
- 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 Pathways Learning & Engagement Coordinator role is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential:	Desirable:
Issues facing people struggling with chaotic lifestyles and/or life-controlling addictions.	Y	
Experience of supporting those experiencing homelessness.	Y	
Good understanding of the needs of people experiencing mental health difficulties.	Y	
The importance of maintaining professional boundaries when supporting vulnerable people.	Y	
Experience of working with a diverse range of people.	Y	
Ability to adapt and communicate well with people who have English as a second language.	Y	
Experience of teaching groups of people and leading discussion groups		Y
Has business start-up/enterprise experience		Y
Creating video content for blended learning		Y
Qualification:		
IAG Level 3 or willingness to study towards accreditation (Information Advice and Guidance)		Y
Skills:	Essential	Desirable
Ability to empathise with people, demonstrating care and compassion	Y	
Supportive team player committed to the unity of the team	Y	
Strong IT skills including; Gmail, Google Docs & all Microsoft programs.	Y	
Ability to record and present data and statistics using Excel and Google Sheets.	Y	
Skilled in de-escalation and conflict resolution		Y
Initiative and creativity in finding solutions to perceived barriers		Y
Ability to work to a high standard with excellent attention to details	Y	
Minibus license or willingness to obtain one.	Y	
Efficient and productive with good strategy, planning and time management skills, including the ability to prioritise and meet deadlines.	Y	

Ability to manage own workload.	Y	
Co-operative approach to working with other organisations/ course providers/ to maintain strong, positive partnerships.	Y	
Excellent administrative skills.	Y	
Excellent interpersonal skills.	Y	
Excellent written and verbal communication skills.	Y	
Ability to build relationships with people from a wide variety of backgrounds based on a desire to serve others.	Y	
Ability to maintain and develop on-line resources.	Y	
General:	Essential	Desirable
Is adaptable and enjoys a changing environment - can evolve as Pathways evolves.	Y	
Is energised by challenge and can maintain hope and vision in times of disappointment.	Y	
Can actively problem solve and find solutions under pressure.	Y	
A passion for supporting those experiencing homelessness.	Y	
Ability to maintain a healthy work/life balance.	Y	
Hold a full, clean driving licence with insurance for business use.	Y	
Be positive, patient, resilient, enthusiastic and adaptable under pressure.	Y	
Be committed to equality and diversity.	Y	
Be a committed Christian who is passionate about Jesus.	Y	
Is energetic and can motivate people who are 'stuck'.	Y	
Maintain a reasonable fitness level - manual handling from time to time (setting up training environments for example).	Y	
Maintain and observe health and safety policies and procedures.	Y	
Commitment to safeguarding vulnerable groups.	Y	
Willingness to learn and try new things and able to enthuse others to do so.	Y	
Ability to work flexible hours including weekends and evenings if required.	Y	
Willingness to be part of the on-call rota team covering evenings and weekends (unless exempted by caring responsibilities).	Y	

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



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 an 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 training, team meetings, suggested reading and opportunities for regular professional training.

WHAT NEXT?

Should you wish to pursue this opportunity, please visit <http://kingsarmsproject.org/jobs/> and download the application form.

Once you have completed the form, please email it to info@kingsarmsproject.org
You will then be contacted to schedule an interview.

Thank you for considering a job with King's Arms Project. We look forward to hearing from you!