



Pathways Learning & Engagement Co-ordinator

HopeWorks was started over 35 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 we 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:	20 hours per week
Pay:	£28,145.88 pro rata
Benefits:	Pension Scheme, Life Insurance, Employee Discount App
Accountable to:	Pathways Manager
Line Manager:	Pathways Manager



Holiday: 25 days pro rata and bank holidays, plus extra leave for being part of On-Call provision

Probation: 6 months

SUMMARY OF POST

Role Reports to: Pathways Manager

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

Key External Relations: Local organisations including supported accommodation, Bedford's business community, funders and local social enterprises, trainers and course providers.

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 [Learning & Engagement Co-ordinator](#) 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 several 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.
- This role may require working occasional evenings and weekends.

MAIN DUTIES AND RESPONSIBILITIES

Working with people

- Building trust and maintaining positive working relationships with all course attendees, external agencies and other areas of HopeWorks.
- 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 Pathways activities

- Developing and co-ordinating all aspects of designated courses alongside the Pathways Team.
- 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 and client 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, Microsoft Word and Inform (a case management tool) to record feedback.
- Supporting the Team Leader with handling and analysing team statistics, for the purpose of report-writing and fundraising applications.

- Involvement in discussion and decision-making regarding development and progression of Pathways as a whole.
- Developing programmes or services within Pathways to further clients' progress, such as volunteering and employability programmes, as per the need of clients.
- 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.

ADDITIONAL DUTIES & RESPONSIBILITIES

- Maintaining working practices that reflect the overall ethos and vision of HopeWorks, including following our policies, procedures and Code of Conduct.
- Respecting and supporting the whole HopeWorks 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 a variety of team meetings, training, and social activities, as well as all personal development meetings, including supervision.
- 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 HopeWorks
- Being part of HopeWorks' on-call provision for our service users. This involves being available out of hours for client issues, as part of a rota system.

PERSONAL QUALITIES

The Pathways Learning & Engagement Co-ordinator 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	
Strong IT skills- ability to use Excel, Word, record statistics and client case logs	Y	
Experience of facilitating learning in groups of people and leading discussion groups	Y	
Has business start-up/enterprise experience		Y
Skills:	Essential	Desirable
Ability to empathise with people, through care and compassion	Y	
Supportive team-player committed to the unity of the team	Y	
Strong IT skills, such as all Microsoft programs.	Y	
Ability to record and present data and statistics using Excel.	Y	
Skilled in de-escalation and conflict resolution	Y	
Initiative and creativity in finding solutions to perceived barriers	Y	
Can work to a high standard with excellent attention to detail	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 with a history of homelessness, drug misuse, or prison leavers as well as those suffering from other isolating factors.	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	
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	
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PERSONAL DEVELOPMENT

As part of HopeWorks, it is our desire to invest in you personally, and we do so through mentoring, supervisions, and ongoing training.

Supervision

One-to-one staff supervisions are completed every 4-6 weeks 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.

Please note: this post would require a DBS check and the taking up of two references.