ARK at Egwood
Changing lives within our community

ARK at Egwood CIC
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Crisis and Resilience Lead - Job Description

Application forms can also be requested via the ARK office and completed forms should be submitted to office@arkategwood.com by 12th November 2026 at 12pm.

Interviews to be held 17th November 2026 at ARK at Egwood.

For an informal visit and or discussion about the role, contact CEO Nigel Bell as above.

Organisation: ARK at Egwood CIC
Job Title: Crisis and Resilience Lead
Ref: FCRL01/2026
Responsible to: Operations Manager
Term: Fixed term until April 2029, starting from 1st December 2026.
Hours: 37.5 hours per week
Location: Based from ARK at Egwood, Egwood, Merriott, Somerset, TA16 5QN and travelling to differing locations throughout Somerset, with some evening and weekend working.
Salary: £26-28k depending on experience
Benefits: 25 days holiday entitlement in addition to public holidays. Employee Assistance Programme, uniform and IT equipment, phone and travel expenses.

ARK at Egwood CIC (ARK) is a not-for-profit intergenerational land-based, therapeutic day provision based on the outskirts of Merriott in South Somerset. ARK provides a safe place for people of all ages and varying needs to improve their mental and physical health and wellbeing. At ARK, our focus is on providing an environment that is inclusive and non-judgmental, where we support people to live their lives to their full potential and become active members of their community.

Job Purpose:
The Somerset Crisis and Resilience Alliance is a partnership bringing together local Voluntary, Community, Faith, and Social Enterprise (VCFSE) organisations, to provide joined-up support for people in financial crisis or those who are at risk of financial crisis. The Programme is funded through a grant (the Fund) to Somerset Council from the Department for Work and Pensions.

The Alliance exists to:

- Respond quickly and effectively when someone is in financial crisis.
- Help people recover from a financial crisis and build their personal financial resilience by providing targeted one-one support.
- Co-ordinate a network of community-based assistance provided by Anchor Organisations and Community Connectors.

These activities help members of the local community to remain financially resilient and contribute to preventing people from reaching a financial crisis.

ARK at Egwood's commitment to the partnership is to deliver a support service that provides practical, person-centred support to individuals and families experiencing financial hardship, crisis or who are at risk of financial instability. The Crisis and Resilience Lead will support local people to access crisis payments where eligible, build financial resilience and connect with longer-term solutions that improve wellbeing and independence through the alliance. The role will predominantly involve in person support, with people attending ARK, people within our local community, ARK's community projects and alongside ARK's Somerset Armed Forces Link Workers, supporting the Somerset Armed Forces Community.

Project Aims

- The project aims to make the following impact within the community to support financial resilience:

- **Reduce material deprivation** - demonstrating activities preventing crisis and hardship by addressing the inability to afford essentials (heating, adequate clothing, basic household goods and food) – material deprivation.

- **Reduce need for emergency food parcels** - Insufficient food is a crisis need that negatively affects health and wellbeing if not addressed. Early identification and intervention reduce the likelihood that households will reach the point where emergency food parcels are needed.

- **Increased access to advice services** - Access to person-centred, high quality and accurate free advice is a proven lever for income gains, reducing money problems and indebtedness and improved health and social wellbeing. Advice leads to an improved understanding of rights/entitlements for individuals and provides individuals with an intention to act on the advice so that the issues they face can be progressed and resolved.

- **Income maximisation**- Support individuals to increase their household income through a combination of raising income and reducing expenditure. This could include helping individuals identify and claim financial support they are entitled to, identifying savings and building skills to help improve employment prospects and in-work progression.

- **Increase savings**- Encouraging individuals to save, builds a buffer that prevent small financial shocks from triggering a crisis when an unexpected bill or income dip hits.

- **Reduction in debt-** Rent, council tax and utilities arrears are the debts most likely to tip households into crisis, trigger legal action and increase ill health and homelessness risks. By supporting residents to stabilise or reduce these debts, we strengthen household resilience and reduce the likelihood of future crisis intervention.

Key Tasks

Crisis Intervention and Financial Resilience

- Support individuals and families experiencing sudden financial shocks, including loss of income, unexpected costs, illness or housing difficulties.
- Receive referrals, check eligibility and manage your diary to meet clients in the most suitable setting (this could be at our bases, public venues or online)
- Build trusted relationships with people through strengths-based, trauma-informed and person-centred practice, for up to 9 hours per client.
- Undertake a holistic assessment to identify issues contributing to financial hardship, including poverty, housing instability, debt, welfare issues, health inequalities and caring responsibilities.
- Support people to access welfare benefits, grants, housing support, debt advice and wider community resources, using the Frontline referral platform where needed.
- Assist people to access crisis payments and other emergency financial support where eligible.
- Provide accurate information, guidance and practical support.
- Monitor progress and adapt support plans as circumstances change.
- Promote the service effectively.
- Undertake other reasonable duties consistent with the nature of the role.
- Coordinate small group activities/workshops (cooking/horticulture) that educate and build financial resilience.

Partnership Working

- Build and maintain effective relationships with partner organisations, statutory agencies and community groups.
- Attend and engage with activities that raise awareness of available support and encourage referrals.
- Promote access to support among marginalised and harder-to-reach groups.
- Increase awareness of support available to local residents.
- Improve access to services for people who may face barriers to engagement.
- Signpost individuals to activities, volunteering opportunities and community support that improve wellbeing and social connection.

Case Management, Monitoring and Reporting

- Maintain accurate case management records on our CRM and in line with funder requirements.
- Participate in supervision, training and ongoing professional development.
- Effectively manage workload and competing priorities.
- Record outcomes, impact and client progress.
- Contribute to monitoring and reporting requirements.
- Share learning, good practice and success stories.
- Support service evaluation and continuous improvement.

Safeguarding and Professional Practice

- Work in accordance with safeguarding, confidentiality, GDPR and organisational policies.
- Safeguard the wellbeing of vulnerable adults and children.
- Maintain confidentiality and manage sensitive information appropriately.
- Participate in supervision, training and reflective practice.
- Uphold ARK's values and commitment to equality, dignity and inclusion.

Person Specification:

Values:

- A commitment to and understanding of person-centred care.
- Warm, empathetic, approachable and non-judgemental manner.
- A respect for the potential of everyone to learn and grow.
- Ability to get along with people from all backgrounds and communities, respecting lifestyles and diversity.
- Able to support people in a way that inspires trust and confidence.
- Confidentiality and discretion.
- Reliable, professional, and adaptable.
- Self-motivated, proactive and committed to continuous learning.
- Passionate about supporting people and strengthening communities.
- Commitment to promoting wellbeing, resilience, and independence.

Qualifications/Training/Education:

Essential:

- Good written and spoken English and good numeracy.
- Current driving licence and access to a car.
- Experience of or a good understanding of Safeguarding.
- IT Literate and good knowledge of using IT systems and processes.

Desirable:

- Experience of attending and leading meetings.
- Presentation skills.

Experience:

Essential:

- Experience of working with and supporting vulnerable people.
- Good understanding and empathy for vulnerable people and their individual needs.
- Experience in building working relationships with partner organisations, groups and individuals.
- Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
- Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.
- Ability to listen, empathise with people, build trust and provide person-centred support in a non-judgemental way.
- Commitment to reducing health and wealth inequalities and proactively working to reach people from all communities.
- Have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other professionals/agencies.
- Good organisational and time-management skills.
- Ability to manage a varied and demanding caseload.
- Strong problem-solving skills and ability to identify creative solutions.

Desirable:

- Experience supporting vulnerable individuals and families, ideally within community, voluntary or health settings.

- Experience of working with and supporting vulnerable people.
- An understanding or awareness of the NHS Healthcare for the Armed Forces Community Nine Commitments. https://www.england.nhs.uk/publication/healthcare-for-the-armed-forces-community-a-forward-view/
- Experience of Social Impact monitoring, recording and reporting.
- Experience of working in or with the Voluntary, Community and Social Enterprise sector.
- Experience providing information, guidance, advice, or signposting.
- Understanding of local communities and available support services, or the ability to develop this knowledge quickly.

Skills and Knowledge:

Essential:

- Good communication skills, tactful but able to be a straight talker when necessary.
- Ability to build good working relationships with people based on respect and listening.
- Ability to communicate, collaborate with partner organisations.
- Able to lead a small group of people effectively.
- Team player but able to work alone.
- Proficient IT skills in order to record , monitor and report.
- Evidence of taking responsibility for and delivering people centred outcomes.
- Understanding of issues affecting people experiencing poverty, financial hardship or social exclusion.
- Understanding of strengths-based and trauma-informed approaches

Desirable:

- Ability to support someone 1-1 including managing any behaviour that challenges.
- Social media skills.

Personal Qualities:

- Empathetic, warm, patient, and non-judgmental.
- Reliable, professional, and adaptable.
- Self-motivated, proactive and committed to continuous learning.
- Passionate about supporting people and strengthening communities.

Other Requirements

- Full UK driving licence.
- Access to a vehicle for work purposes.

Why work for ARK?

At ARK, we believe that wellbeing comes from connection, purpose, belonging and opportunity. We support people to recognise their strengths, build confidence and become active members of their communities. This role offers the opportunity to make a genuine difference to people's lives whilst working within a supportive, innovative and values-led organisation.