

Post:	Senior Floating Support worker
Delegated Authority	Level 6
Team:	Achieving Potential
Responsible to:	Landlord Engagement and Stakeholder Manager
Responsible for:	N/A

Job Purpose

Providing support and guidance to teams across SHP delivering support directly to a caseload of clients who require help to sustain their current accommodation or secure new housing. The Senior Floating Support Worker will use their specialist knowledge of both supporting vulnerable adults and housing options to secure positive outcomes for their caseload. The ultimate aim is to empower our clients and promote their independence.

The Achieving Potential service comprises of a myriad of different contracts across the organisation supporting clients with a range of needs and backgrounds. The service aims to empower these clients to take steps towards their own independence using a range of support models and approaches.

Key Accountabilities

1. Risk and Needs Assessment

- I.1 To review referrals into the Achieving Potential service to check their suitability and refuse or accept them as required. To be completed within a timely manner as required by various contracts.
- I.2 To liaise with referrers about the progress of their referral and the next steps. Where needed requesting any missing information or seeking further information from the referrer.
- I.3 Using available information from internal colleagues, external stakeholders and the client to undertake a full assessment of a clients support needs and risk information.
- I.4 To continuously review this assessment whilst work is ongoing to ensure identified support is still suitable.

2 Supporting clients and their understanding of tenancy sustainment

- 2.1 Working with clients in receipt of move on support to explain the full extent of their responsibilities in relation to any tenancy.
- 2.2 Arranging and, as appropriate, attending viewings to ensure clients are protected when signing a new tenancy.
- 2.3 If required, delivering workshops and 1:1 support to clients around their tenancy rights and responsibilities, how to access the private rented sector and other housing related needs.
- 2.4 Support clients to set up, secure and sustain their income and resolve budget/financial issues as required especially at points of accommodation transition.
- 2.5 Maintaining a move on register, tracking up and coming need in all relevant feeder services within the organisation.
- 2.6 Seek feedback from service users in relation to quality, ease of access and individual outcomes from the scheme.

3 Sourcing Accommodation and Housing Advice

- 3.1 Assessing clients to identify appropriate housing options for them including approaching the local authority, accessing supported housing, utilising outreach services and the private rented market.
- 3.2 Maintaining a up to date and current knowledge of changes in legislation relevant to local authority housing assistance, welfare reform and other key areas that impact on our clients lives.
- 3.3 Acting as a 'specialist' within teams that colleagues can go to for advice and support on housing related issues, challenges and support needs.
- 3.4 Utilising a Housing First approach to ensure vulnerable clients are able to access housing aiding their recovery and rehabilitation in the community.
- 3.5 Ensuring that properties proposed for letting under the scheme comply with all relevant health and safety and building control regulation , advising prospective landlords as necessary where deficits in standards mean we cannot use a property offered.
- 3.6 Providing a point of contact for landlords (including private rented, local authority and registered providers) to discuss concerns in relation to the way tenancies are being conducted and advocating on behalf of both Landlord and client according to where any responsibility for tenure breach sits.

4 Team work and Partnership Working

- 4.1 To work as part of a small, scattered team, sharing information and skills and supporting colleagues.
- 4.2 To participate in team meetings and supervisions, providing feedback and taking responsibility for continuing professional development.
- 4.3 To represent the team and the organisation by being professional and working with the values that SHP hold central to the provision of a high quality service.
- 4.4 To work with teams across SHP in a manner that is conducive to positive outcomes for our clients.
- 4.5 To pro-actively liaise and foster communication with external agencies and internal departments in order to maximise client support services, funding, referrals and mutually beneficial working relationships.

5 Information management and responding to the needs of our funders

- 5.1 To adhere to the client contact policy and procedure by ensuring all client records are made in a timely and accurate manner.
- 5.2 To contribute to effective service delivery and evaluation by maintaining up to date client contacts and recording data relevant to the service.
- 5.3 To support the central reporting, collection and reporting of SHPs housing data.
- 5.4 The compilation, uploading and dissemination of reports and all performance information relating to the utilisation and significant outcomes achieved by the organisation.
- 5.5 Through the maintenance of good records and regular review identify service improvement opportunities.

6 Health and Safety

- 6.1 To comply with SHP policies and procedures for safe working practices for staff (with particular focus on lone working practices) and service users.

7 Supporting SHP's mission and values

- 7.1 If needed, to help with the delivery of training and support to SHP staff and services.
- 7.2 To work across different SHP services and teams to support clients to achieve sustainable and suitable move on.

Technical and Professional Know-How required for Effective Performance

Experience

- Experience of managing complex cases, which would require referral to safeguarding and multi-agency working.
- Experience of working within a strengths and recovery based model. Proactively engaging and motivating clients to move towards an appropriate level of independence and inclusion.

Abilities and Knowledge

- Ability to co-ordinate the work of a number of individuals or agencies to get tasks completed to time and to specification.
- An up to date working knowledge of welfare benefits and reform and its relation to our clients housing.
- Able to deliver workshops and facilitate groups for both clients and staff.
- Proven ability to develop and build relationships both internally and externally to the benefit of our clients and SHP as an organisation.
- Ability to be self motivating, work on own initiative and lead on tasks with minimal instructions.
- A good understanding of the issues faced by individuals with multiple and complex needs.
- A level of computer literacy needed to input data accurately, to communicate effectively through emails and to produce good quality minutes of meetings, client notes, letters and reports.

Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
Analytical Thinking (The ability to give proper consideration to problems and to come up with good solutions.)	Gathers the required information to solve problems <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required. ▪ Collects the information required to solve the problem. ▪ Draws upon and learns from previous experiences of self and others. ▪ Organises the information in a logical way. 	1
	Sifts and analyses information <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions. ▪ Breaks down problems into their parts, identifies cause and effect. ▪ Makes accurate deductions. ▪ Evaluates whether arguments or cases are complete or sound. ▪ Challenges incorrect information or discrepancies. ▪ Reflects on what they've done and learns from it. 	2
Commitment and Drive (The ability to take the initiative and achieve targets and results)	Is conscientious and professional <ul style="list-style-type: none"> ▪ Meet targets and deadlines. ▪ Do what they say they are going to do. ▪ Prepares properly for meetings and events. ▪ Complies with defined policies and procedures. ▪ Understands the need to evidence what we do. ▪ Completes paperwork and reports in line with standards. 	1
	Is proactive and solution focused <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do. ▪ Do things before they need to be told. ▪ Find solutions for themselves. ▪ Knows when to make decisions and when to seek support from others ▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures. 	2
Efficiency and Effectiveness (The ability to plan and organise work so that deadlines, targets and standards are met)	Organises own work <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done. ▪ Sets clear priorities for work. ▪ Shows good attention to detail; checks work for accuracy. ▪ Keeps files and other paperwork up to date. ▪ Knows where to find things. ▪ Meets targets and deadlines. 	1

	<p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards. ▪ Plans work and projects, sets clear milestones. ▪ Monitors progress and takes action where performance deviates from plan. ▪ Juggles several tasks and projects at any one time without letting any drop. 	2
<p>Teamworking (The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation. 	1
	<p>Builds team spirit</p> <ul style="list-style-type: none"> ▪ Acts to promote cooperation in the team. ▪ Emphasises the strengths of the team and builds on them. ▪ Offers support and coaching when required. ▪ Proactively identifies and manages conflict within the team. ▪ Takes collective responsibility for team actions and decisions. ▪ Represents the team positively to others in SHP. 	2
<p>Effective communication (The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively. ▪ Checks that they have been understood. ▪ Speaks to people in a respectful and courteous manner. ▪ Respects and takes into account cultural differences. ▪ Uses appropriate body language. ▪ Writes clearly and concisely. ▪ Uses appropriate methods of communication. 	1
	<p>Shows warmth and consideration to others</p> <ul style="list-style-type: none"> ▪ Is open and honest. ▪ Makes ever effort to put people at their ease. ▪ Is a good listener; gives people time. ▪ Takes time to tune into what others are really thinking and feeling. ▪ Is very aware of their own emotions and feelings and how these impact on others 	2

	<p>Influences people inside and outside the organisation</p> <ul style="list-style-type: none"> ▪ Speaks with enthusiasm and conviction. ▪ Networks effectively inside and outside of SHP. ▪ Adapts their style and approach to the needs of the audience. ▪ Presents information so that others understand and are engaged. ▪ Sells the benefits of their proposals to others. <p>Finds win- win results for both parties in a negotiation.</p>	3
<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p>Is self aware</p> <ul style="list-style-type: none"> • Takes time to reflect on actions and behaviours and learn from them. • Admits when they make mistakes and learns from them. • Has the confidence to review what works and does not work. • Is aware of their own strengths and areas for development. • Takes responsibility for their own learning. 	1
	<p>Is assertive and self confident</p> <ul style="list-style-type: none"> • Presents self in a confident manner. • Raises issues in a constructive way. • Able to make clear decisions and act on them. • Remains calm and self controlled in challenging situations. • Acts decisively and appropriately in a crisis. 	2
<p>Leadership</p> <p>(The ability to motivate, develop and inspire others.)</p>	<p>Acts consistently with staff</p> <ul style="list-style-type: none"> ▪ Sets and communicates clear targets and expectations to staff. ▪ Is approachable and shows genuine concern for others. ▪ Makes sure that staff have the information that they need to do their jobs. ▪ Monitors staff performance. ▪ Deals with poor performance in a timely way. ▪ Interprets policies and procedures in the same way as other managers. ▪ Acts in line with SHP values. 	1
	<p>Encourages and develops others</p> <ul style="list-style-type: none"> ▪ Helps others to see what they can achieve and how they could develop. ▪ Recognises and builds upon others strengths and expertise. ▪ Praises individuals and the team for a job well done. ▪ Gives constructive feedback, both positive and negative with evidence. ▪ Encourages others to state their views and 	2

	<p>contribute to the team.</p> <ul style="list-style-type: none"> ▪ Shares problems with the team and asks for their input. ▪ Recognises when the team or individual is stuck and works with them to find a way forward. 	
<p>Putting the Customer First</p> <p>(The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Builds effective relationships with customers</p> <ul style="list-style-type: none"> ▪ Makes themselves available for the customer. ▪ Treats people with respect and courtesy ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customers and their own. ▪ Recognises that SHP exists to provide a service to our customers. 	1
	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers needs ▪ Is responsive to customer problems, and works with them to resolve problems promptly. ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it. ▪ Establishes effective working relationships with other agencies to meet customer needs. ▪ Knows when to refer on to other agencies. 	2
<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements. ▪ Is willing to learn and to take on new skills. ▪ Offers constructive alternatives if they disagree with a change. 	1
	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. ▪ Seeks new ways of working in partnerships. ▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	2
	<p>Is entrepreneurial</p> <ul style="list-style-type: none"> ▪ Finds innovative solutions for improving the service. ▪ Look for many different ways of creating new business. <p>Seizes opportunities to respond creatively to strategic external agendas.</p>	3