

**Post:** Floating Support Worker

**Delegated Authority:** Level 7

**Team:** Islington Complex Needs Team

**Responsible to:** Team Manager

**Responsible for:** A designated case load of clients.

**Job Purpose:**

The Islington Complex Needs Team is part of the SHP Islington Multi Disciplinary Team Support Service. The service is funded by the London Borough of Islington to assist service users to develop their independent living skills, maintain their tenancies and link into appropriate services including drug / alcohol treatment and Mental Health services so that they can better manage these issues and maximise their opportunities to lead fulfilling lives. The role of the FSW is to support a caseload of clients with complex needs within a recovery framework living in mixed tenure accommodation. The focus is on preventing tenancy breakdowns, support to address substance use and mental health issues, improving quality of life and promoting independence.

**Key Accountabilities**

**Risk Assessment and Management:**

To produce comprehensive and high quality risk assessment and risk management plans on an ongoing basis for clients. To minimise risks to clients by identifying, reporting and following up any safeguarding concerns. To provide a comprehensive handover of risks to other professionals who may be involved with cases.

**Case Review:**

Arranging and carrying out formal case reviews. Reviews are client led and should predominately take place in the community. To complete full new needs assessments following case review including distance travelled points for each need, highlighting support actions to take forward. To carry a changing caseload of up to twenty five cases.

**Action Planning:**

In partnership with the client and any significant others involved in their support, the FS worker will translate assessed need into action plans that are SMART and give scope for progression. All needs assessments will have actions pertaining to reducing harm from substance use and be in line with the recovery model.

**Information Management:**

Ensure that all recording processes are followed with regards to the referral process. In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the In-form database. To contribute to effective service delivery and evaluation by ensuring all relevant files and recording systems are up to date and that key performance

information is correctly recorded.

**Partnership Working:**

To work in partnership with other SHP Depts and external community agencies in order that client needs are assessed and can be met. To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally. To work in partnership with SHP staff including team managers and S/A's in the delivery of support.

**Social Inclusion:**

To support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community. To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions. To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

**Client use of time:**

Work with clients to identify activities that they would like to take part in to prepare them for independence and move through & include in needs assessment and action plans. Also to ensure clients are assisted to access such activities internally/ externally. Take part in running activities or small groups in response to identified client needs or as part of a project wide programme of group work. To support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements

**Health and Safety:**

To be aware of the roles and responsibilities and work in accordance of SHP's H&S Policy and the law around H&S at work. To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

**Office Duties:**

To participate fully in rotas covering duty sessions and required service activities.

**Teamwork/ Personal development:**

To be flexible, to share skills and knowledge and support colleagues. To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions. To take personal responsibility for own ongoing development and learning.

## Technical and Professional Know-How required for Effective Performance

- Experience of supporting clients to carry out tasks such as budgeting , calculating benefit entitlements and understanding rent arrears and housing options.
- Experience of working in a client centred support service working with vulnerable people presenting significant levels of need and risk, with an ability to devise and deliver on action plans through high quality risk management and needs assessment.
- A demonstrable level of experience and understanding of the range of approaches appropriate to working with some or all of the needs listed:
  - On going drug and/or alcohol use
  - Mental and Physical ill health
  - Challenging behaviour
  - Risk of Homelessness
  - Offending
  - Antisocial behaviour
- Ability to effectively liaise with a range of service providers or agencies in order to establish or improve services for clients.
- A good and current understanding of safeguarding issues and the ability to undertake comprehensive Risk assessments.
- Able to evidence experience of delivering on the principles underlying a quality service, which is customer focused and also with a proven ability to empower clients.
- The ability to work within a strengths and recovery based model and engage and motivate people to move towards an appropriate level of independence and inclusion.
- Ability to be self motivating and manage time effectively, prioritising different areas of work according to need to ensure deadlines are met while maintaining work of a high standard.
- The ability to use a computer 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
<p><b>Analytical Thinking</b></p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p><b>Gathers the required information to solve problems</b></p> <ul style="list-style-type: none"> <li>• Steps back from the problem and thinks about what information is required.</li> <li>• Collects the information required to solve the problem.</li> <li>• Draws upon and learns from previous experiences of self and others.</li> <li>• Organises the information in a logical way.</li> </ul>	1
	<p><b>Sifts and analyses information</b></p> <ul style="list-style-type: none"> <li>• Processes information quickly and draws accurate conclusions.</li> <li>• Breaks down problems into their parts, identifies cause and effect.</li> <li>• Makes accurate deductions.</li> <li>• Evaluates whether arguments or cases are complete or sound.</li> <li>• Challenges incorrect information or discrepancies.</li> <li>• Reflects on what they've done and learns from it.</li> </ul>	2
<p><b>Commitment and Drive</b></p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p><b>Is conscientious and professional</b></p> <ul style="list-style-type: none"> <li>• Meet targets and deadlines.</li> <li>• Do what they say they are going to do.</li> <li>• Prepares properly for meetings and events.</li> <li>• Complies with defined policies and procedures.</li> <li>• Understands the need to evidence what we do.</li> <li>• Completes paperwork and reports in line with standards.</li> </ul>	1
	<p><b>Is proactive and solution focused</b></p> <ul style="list-style-type: none"> <li>• Is enthusiastic and positive in what they do.</li> <li>• Do things before they need to be told.</li> <li>• Find solutions for themselves.</li> <li>• Knows when to make decisions and when to seek support from others</li> <li>• Is flexible and adapts response according to the situation while working within. SHP policies and procedures.</li> </ul>	2
	<p><b>Goes the extra mile</b></p> <ul style="list-style-type: none"> <li>• Willingly take on extra tasks and/ or responsibilities outside of their current role.</li> <li>• Look for and enjoy new challenges and opportunities.</li> <li>• Achieve results through their own motivation and drive.</li> <li>• Starts and carries through new projects.</li> </ul>	3

	<ul style="list-style-type: none"> <li>• Consistently achieve high standards for themselves (and others).</li> </ul>	
<b>Efficiency and Effectiveness</b>  (The ability to plan and organise work so that deadlines, targets and standards are met)	<b>Organises own work</b> <ul style="list-style-type: none"> <li>• Thinks ahead about what needs to be done.</li> <li>• Sets clear priorities for work.</li> <li>• Shows good attention to detail; checks work for accuracy.</li> <li>• Keeps files and other paperwork up to date.</li> <li>• Knows where to find things.</li> <li>• Meets targets and deadlines.</li> </ul>	1
	<b>Consistently delivers work on time and to standards</b> <ul style="list-style-type: none"> <li>• Produces work quickly</li> <li>• Meets quality standards.</li> <li>• Plans work and projects, sets clear milestones.</li> <li>• Monitors progress and takes action where performance deviates from plan.</li> <li>• Juggles several tasks and projects at any one time without letting any drop.</li> </ul>	2
<b>Teamworking</b>  (The ability to work cooperatively and supportively with their own team and other teams across SHP)	<b>Supports and considers others</b> <ul style="list-style-type: none"> <li>• Does their fair share.</li> <li>• Is flexible and is prepared to help with things which are outside their own role</li> <li>• Sees when others are struggling and offers help.</li> <li>• Owns their decisions and does not pass the buck.</li> <li>• Actively contributes to team meetings.</li> <li>• Shares knowledge and ideas with colleagues.</li> <li>• Actively supports other teams across SHP.</li> <li>• Promotes SHP as an organisation inside and outside the organisation.</li> </ul>	1
	<b>Builds team spirit</b> <ul style="list-style-type: none"> <li>• Acts to promote cooperation in the team.</li> <li>• Emphasises the strengths of the team and builds on them.</li> <li>• Offers support and coaching when required.</li> <li>• Proactively identifies and manages conflict within the team.</li> <li>• Takes collective responsibility for team actions and decisions.</li> <li>• Represents the team positively to others in SHP.</li> </ul>	2
	<b>Promotes teamwork across SHP</b> <ul style="list-style-type: none"> <li>• Actively encourages teams across SHP to share best practice and new ideas.</li> <li>• Ensures that each team understands how they contribute to the organisation as a whole.</li> <li>• Finds out what other departments are doing to</li> </ul>	3

	<p>see if they can learn from them or to share ideas.</p> <ul style="list-style-type: none"> <li>Ensures that each service/area promotes SHP as a whole externally and internally.</li> </ul>	
<p><b>Effective communication</b></p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p><b>Communicates clearly</b></p> <ul style="list-style-type: none"> <li>Can talk to different types of people effectively.</li> <li>Checks that they have been understood.</li> <li>Speaks to people in a respectful and courteous manner.</li> <li>Respects and takes into account cultural differences.</li> <li>Uses appropriate body language.</li> <li>Writes clearly and concisely.</li> <li>Uses appropriate methods of communication.</li> </ul>	1
	<p><b>Shows warmth and consideration to others</b></p> <ul style="list-style-type: none"> <li>Is open and honest.</li> <li>Makes every effort to put people at their ease.</li> <li>Is a good listener; gives people time.</li> <li>Takes time to tune into what others are really thinking and feeling.</li> <li>Is very aware of their own emotions and feelings and how these impact on others</li> </ul>	2
<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p><b>Is self aware</b></p> <ul style="list-style-type: none"> <li>Takes time to reflect on actions and behaviours and learn from them.</li> <li>Admits when they make mistakes and learns from them.</li> <li>Has the confidence to review what works and does not work.</li> <li>Is aware of their own strengths and areas for development.</li> <li>Takes responsibility for their own learning.</li> </ul>	1
	<p><b>Is assertive and self confident</b></p> <ul style="list-style-type: none"> <li>Presents self in a confident manner.</li> <li>Raises issues in a constructive way.</li> <li>Able to make clear decisions and act on them.</li> <li>Remains calm and self controlled in challenging situations.</li> <li>Acts decisively and appropriately in a crisis.</li> </ul>	2
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to</p>	<p><b>Builds effective relationships with customers</b></p> <ul style="list-style-type: none"> <li>Makes themselves available for the customer.</li> <li>Treats people with respect and courtesy</li> <li>Explores with customers their specific needs</li> <li>Is very clear with boundaries – the customers and their own.</li> <li>Recognises that SHP exists to provide a service to our customers.</li> </ul>	1

<p>our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p><b>Finds positive solutions to meet customer needs</b></p> <ul style="list-style-type: none"> <li>• Actively seeks and offers alternative ways of meeting customers needs</li> <li>• Is responsive to customer problems, and works with them to resolve problems promptly.</li> <li>• Foresees problems rather than waiting for them to happen</li> <li>• Asks for feedback from customers about the service provided, and acts on it.</li> <li>• Establishes effective working relationships with other agencies to meet customer needs.</li> <li>• Knows when to refer on to other agencies.</li> </ul>	<p><b>2</b></p>
<p><b>Embracing Change and Innovation</b></p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p><b>Responds positively to change</b></p> <ul style="list-style-type: none"> <li>• Sees the positive aspects of change.</li> <li>• Is flexible and adapts easily to new requirements.</li> <li>• Is willing to learn and to take on new skills.</li> <li>• Offers constructive alternatives if they disagree with a change.</li> </ul>	<p><b>1</b></p>
	<p><b>Generates new ideas</b></p> <ul style="list-style-type: none"> <li>• Challenges the way that things are done now and proposes a better way.</li> <li>• Comes up with creative solutions and ideas.</li> <li>• Seeks new ways of working in partnerships.</li> <li>• Asks for others ideas on how changes and new ideas can be implemented.</li> <li>• Looks for new opportunities for promoting SHP.</li> </ul>	<p><b>2</b></p>