

**Post:** Floating Support Worker

**Delegated Authority** Level 4

**Team:** Young People's Floating Support

**Responsible to:** Team Manager

**Responsible for:** N/A

## **Job Purpose**

Working within SHP's policy and procedural framework and alongside the Quality Assessment Framework to provide, high quality housing related support to young people aged 16-25, in their homes and in the community, in order to improve their quality of life and to increase their level of protection from risk.

## **Key Accountabilities**

### **1.0 Assessment**

1.1 Arranging and carrying out assessment interviews to ensure the Service criteria's are met and suitable clients accepted. Assessing the needs of young people, and planning and delivering programs related to health, fitness, smoking, substance misuse, relationships, safeguarding, social inclusion, tenancy sustainment, employment, training, education, meaningful use of time, etc.

### **2.0 Needs Assessment**

- 2.1 In conjunction with team members to interview and comprehensively assess referrals to the project to ensure the criteria is met and suitable clients accepted.
- 2.2 Work closely with the council's housing and social services to help assess the needs of service users, in order to identify appropriate accommodation suitable to their needs.
- 2.3 To carry out comprehensive initial and ongoing needs assessments on clients and to use the Outcome Star and SHP's Inform system to record outcomes and changes in need.

### **3.0 Risk Assessment and Management**

- 3.1 In conjunction with allocated clients, produce comprehensive and high quality risk assessments and risk management plans.
- 3.2 To monitor and review risk plans in line with policy guidelines and procedure and to minimise risk to clients by identifying, reporting and following up any safeguarding

concerns and incidents

#### **4.0 Support Planning**

- 4.1 In partnership with the client and any significant others involved in their support, to translate assessed need into support plans that are SMART and show progress.
- 4.2 To monitor and review plans and ensure that tasks and actions are carried out as agreed.

#### **5.0 Information Management**

- 5.1 In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the In-form database.
- 5.2 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.

#### **6.0 Partnership Working**

- 6.1 To work in partnership with other SHP depts. and external community agencies in order that client needs are met.
- 6.2 To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally. Internally these depts. should include Quality, HR, ETE and Finance.

#### **7.0 Social Inclusion**

- 7.1 To support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community.
- 7.2 To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.
- 7.3 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.

#### **8.0 Client use of time**

- 8.1 To work with clients to identify activities that they would like to take part in, to prepare them for independence and move through.

- 8.2 To ensure clients are assisted to access such activities internally / externally.
- 8.3 To run activities or small groups in response to identified client need or as part of a project wide programme of group work.
- 8.4 To support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements

## **9.0 Health and Safety**

- 9.1 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.
- 9.2 To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working are followed.

## **10.0 Financial/Budgeting Support**

- 10.1 To work with clients to maximise benefit entitlements and reduce arrears by offering information and support to address issues both as they arise and before they have opportunity to impact on the clients income.

## **11.0 Office Duties**

- 11.1 To participate fully in covering the hours of the service.
- 11.2 To assist in maintaining a clean, tidy and hygienic office space.

## **12.0 Teamwork/ Personal development**

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

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

**When completing your supporting statement, you will be required to address (using examples) some of the points within the box below**

- An understanding of working with young people including those leaving care; with knowledge of Housing and other related legislation.
- A level of numeracy, literacy and comprehension to prepare and maintain case records, communicate in writing with other agencies and analyse written and numerical information.
- An understanding of the principles of assessment and risk, planned support, key working, goal setting, and advocacy with vulnerable people.
- Experience of managing complex and difficult situations in relation to vulnerable client group(s).
- Ability to effectively liaise with a range of service providers or agencies in order to establish or improve services for clients.
- An understanding of the principles underlying a quality service, and customer focused, with proven ability to empower service users.
- Ability to be self motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need.
- An ability to use IT applications and basic keyboard skills to create letters, minutes and key work notes and to send and receive emails.
- Willingness to work flexibly in response to changing organisational requirements and work outside of office hours on occasion.

## 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>• Step back from the problem and think 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>	<b>1</b>
	<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 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>	<b>2</b>
<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>	<b>1</b>
	<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>	<b>2</b>

<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>	I
	<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> </ul> Juggles several tasks and projects at anyone time without letting any drop	2
<b>Team working</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>	I
<b>Effective communication</b>  (The ability to communicate with others in a cooperative and sensitive way.)	<b>Communicates clearly</b> <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>	I
	<b>Shows warmth and consideration to others</b> <ul style="list-style-type: none"> <li>• Is open and honest</li> <li>• Makes ever 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
	<b>Is self aware</b>	I

<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</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>	
	<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>	<b>2</b>
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</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>	<b>1</b>
	<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 need</li> <li>• Is responsive to customer problems promptly</li> <li>• Foresees problems rather than waiting for things 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 the customers needs</li> <li>• Knows to refer on to other agencies</li> </ul>	<b>2</b>
<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>	<b>1</b>
	<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> </ul>	<b>2</b>

	<ul style="list-style-type: none"><li>• Seeks new ways of working in partnerships</li><li>• Ask for others ideas on how changes and new ideas can be implemented</li><li>• Looks for new opportunities for promoting SHP</li></ul>	
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