

JOB DESCRIPTION

Post:	Trainee Floating Support Worker
Delegated Authority	Level 8
Team:	Floating Support Services
Responsible to:	Service Manager / Team Manager
Responsible for:	Not Applicable

Job Purpose

As a Trainee Floating Support Worker, you will be based within an SHP Floating Support Service. The services are funded to provide flexible housing related support across all tenures; it aims to enable service users to continue to live independently within their own home, regardless of tenure type.

The role of the Floating Support Worker is to support a caseload of clients within a recovery framework. The focus is on addressing housing related issues, improving quality of life and promoting independence.

As a trainee, you will form part of a multi skilled team which will be working consistently within SHP's policy and procedural framework. Initially you will be allocated a small case load to work with and alongside this you will complete a range of tasks designed to give the necessary skills and experience to be a competent Floating Support Worker. You will provide a focussed, flexible & responsive way of working that benefits the service and clients you support.

Your traineeship period will run up to 9 months with an option for fast track at 6 months and extension to 12 months. During this time you will take part in all aspects of the day to day role of a Floating Support Worker.

Your development plan will include objectives that enable you to develop the skills to work with Clients affectively; you will learn how to provide support via structured key working. You will learn how to carry out assessments including risks. All plans will aim to promote SHP's values and practices and will support clients to live safe, healthy and independent lives.

Key Accountabilities

I Supporting Clients & Case Work Activities

- 1.1 1:1 coaching in relation to life skills, e.g. budgeting, food and nutrition, tenancy management tasks etc.
- 1.2 Motivating and coaching clients to attend appointments / engage in activities. Accompanying clients to scheduled appointments if absolutely necessary.
- 1.3 Through coaching and 1:1 support, building the clients confidence to carry out tasks for themselves, focusing on the skills that support the individual's ability to live independently.
- 1.4 Reminding clients of significant events, e.g. rent/service charge payments, attending statutory appointments in order to comply with treatment or criminal justice requirements and supporting clients to develop ways to attend these events without support.
- 1.5 Supporting clients in the processes of moving to permanent or new accommodation, ensuring that all practical issues in relation to their accommodation are addressed.
- 1.6 Supporting the client to research the variety of resources available to them specific to their individual needs and interests.
- 1.7 Ensure that safeguarding and addressing the immediate needs of the clients is paramount to service delivery.
- 1.8 To support the referral team with managing referrals coming in to the service. This will include:- initial response to new referrals; recording new referrals on the database; and other administrative tasks in relation to referral processing.
- 1.9 To support Floating Support Workers with joint assessment visits and office-based assessment days.
- 1.10 To assist the case holding Support Worker to assess each client's support needs and develop their support plan.
- 1.11 To assist the case holding Support Workers to effectively assess risks and follow agreed risk management plans for clients and group activities.

2 Information Management:

- 2.1 Identifying information to fully inform the assessment and support planning process
- 2.2 Recording all activities and outcomes on Inform database
- 2.3 Assisting with the administration of referrals into the service

- 2.4 In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the client database.
- 2.5 To adhere to SHP's confidentiality and data protection procedures.
- 2.6 To record needs and risk assessments on SHP's systems in line with recording procedures and timescales.

3 Networking, Liaison and Brokering

- 3.1 To establish and maintain good links with local statutory and voluntary agencies and other community resources.
- 3.2 To develop and broker opportunities for clients with individual grant giving charities or specialist agencies to support clients particularly in relation to move-on options and accessing primary and other healthcare services.

4 Social Inclusions/Meaningful Occupation

- 4.1 To assist clients with life skills development and participation in activities to promote increased independence and involvement in the community.
- 4.2 To promote the services internal feedback methods such as the complaints procedure and to respond positively to suggestions.
- 4.3 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.

5 Health and Safety

- 5.1 To be aware of the roles and responsibilities and work in accordance with SHP's H&S Policy and the law around H&S at work in order to ensure the safety of clients, colleagues, contractors and other visitors at all times.
- 5.2 To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

6 Teamwork/Personal Development

- 6.1 To take active responsibility for own and SHP's aims and objectives and participate fully in team meetings, supervisions, performance reviews and training to ensure a cohesive and professional working environment at all times.
- 6.2 To take personal responsibility for own ongoing development and learning.
- 6.3 Willingness to actively take part in training opportunities both internal and external.

7 Miscellaneous

- 7.1 To undertake additional tasks and responsibilities as directed by the Regional Service or Team Manager.

Technical and Professional Know-How required for Effective Performance

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

- An aptitude for working with clients in a community and residential setting, including personal qualities that make you suited to work in an environment where clients may present with difficult or challenging behaviours.
- The ability to learn and apply the principles of planned support and goal setting.
- The ability to understand and apply the principles underlying a quality and customer focussed service and a willingness to work in a way that empowers our clients.
- The ability to be self-motivating, work under pressure and manage time effectively, prioritising different areas of work according to need.
- The ability to use IT applications and basic keyboard skills, excellent levels of literacy and numeracy.
- A willingness to take on new tasks to build on your professional development and experience.

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
	Solves complex and strategic problems <ul style="list-style-type: none"> Sees beyond the immediate issue. Considers the wider and strategic implications. Takes into account wider political, social and economic factors. Is able to articulate abstract and complex problems Carries out analysis of complex information in order to identify the main issues. Considers the whole process or situation from different angles. Proposes new or original solutions. 	3
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
	Goes the extra mile <ul style="list-style-type: none"> Willingly take on extra tasks and/ or responsibilities outside of their current role. Look for and enjoy new challenges and opportunities. Achieve results through their own motivation and drive. Starts and carries through new projects. 	3

	<ul style="list-style-type: none"> Consistently achieve high standards for themselves (and others). 	
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
	Consistently delivers work on time and to standards <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
Teamworking (The ability to work cooperatively and supportively with their own team and other teams across SHP)	Supports and considers others <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. Owens 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
	Builds team spirit <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
	Promotes teamwork across SHP <ul style="list-style-type: none"> Actively encourages teams across SHP to share best practice and new ideas. Ensures that each team understands how they contribute to the organisation as a whole. Finds out what other departments are doing to see if they can learn from them or to share ideas. Ensures that each service/area promotes SHP as a whole externally and internally. 	3
Effective communication (The ability to communicate with others in a cooperative and sensitive way.)	Communicates clearly <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
	Shows warmth and consideration to others	2

	<ul style="list-style-type: none"> Is open and honest. Makes every 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. 	
	Influences people inside and outside the organisation <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. Finds win-win results for both parties in a negotiation. 	3
Resilience (The ability to deal with situations with clients and colleagues with confidence.)	Is self aware <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
	Is assertive and self confident <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
Putting the Customer First (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.)	Builds effective relationships with customers <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
	Finds positive solutions to meet customer needs <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
	Takes actions to improve customer service <ul style="list-style-type: none"> Asks for others' ideas about how service can be improved. Looks for ways to make procedures and systems more 	3

	<p>customer-friendly.</p> <ul style="list-style-type: none"> ▪ Involves customers in continuously improving the service. ▪ Collaborates with other agencies and organisations to promote joint working. ▪ Ensures that customer feedback affects real change across SHP. 	
<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. ▪ Seizes opportunities to respond creatively to strategic external agendas. 	3