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Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title: Floating Support Worker
Delegated Authority: Level 7
Team: Islington Multi-Disciplinary Service
Responsible to: Team Manager
Responsible for: A designated case load of clients

Job purpose



The Islington Multi-Disciplinary Service is funded by the London Borough of Islington. The service is funded to support vulnerable residents aged 18 and upwards, with a focus on tenancy sustainment and developing independent living skills.

The service works closely with partner agencies across the borough to support clients to maximise opportunities to lead fulfilling lives. Partner agencies include local Housing Departments, DWP, Treatment Agencies and Mental Health Services.

The role of the FSW is to support a caseload of up to 25 clients within a recovery framework.

The primary focus is on preventing tenancy breakdown, improving quality of life and promoting independence. This can involve helping our clients to maximise or stabilise their income. It could also involve us helping tenants to address other issues such as substance use and mental health problems.

Key accountabilities



1.0 Risk Assessment and Management

- 1.1. To produce comprehensive and high quality Support and Safety plans on an ongoing basis for clients. To minimise risks to clients by identifying, reporting and following up any safeguarding concerns.

2.0 Action Planning

- 2.1 In partnership with the client and any significant others involved in their support, the worker will translate assessed needs into action plans that are SMART and give scope for progression.

3.0 Partnership Working

- 3.1 Work in partnership with other SHP departments and external agencies to ensure clients receive a holistic package of support. To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.

4.0 Social Inclusion/ Use of Time

- 4.1 Support clients to work towards gaining greater independence through participation, at both service and organisation level and within the wider community. To encourage clients to identify goals, training and education opportunities that will enable them to become independent and move through the service.

5.0 Teamwork/ Personal development:

- 5.1 To be flexible, share skills and knowledge and support colleagues. To participate in team meetings, supervisions, performance reviews and all relevant training To take personal responsibility for own ongoing development and learning.

6.0 Information Management:

- 6.1 In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately. 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.

7.0 Health and Safety: Lone Working

7.1 To take responsibility for the safe working of self and others and to ensure that both organisational and local procedures around Lone Working are followed at all times.

8.0 Office Duties

8.1 To participate fully in rotas covering duty sessions and required service activities. To work outside of service core hours when required.

Technical and professional know-how needed for position



When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- 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 with a wide range of support needs , with an ability to devise and deliver on action plans through high quality risk management and needs assessment.
- A demonstrable level of experience and/or understanding of the range of approaches appropriate to working with some or all of the needs listed. (Substance Use issues, mental and physical ill health, challenging behaviour, risk of homelessness, antisocial behaviour etc.)
- 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.

Skills and Abilities

- Ability to effectively liaise with a range of service providers or agencies in order to establish or improve services for 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.