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a safe place to  
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Registered in England as Single Homeless Project



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**Job title: Floating Support Worker**

**Delegated Authority: Level 7**

**Team: Westminster Floating Support**

**Responsible to: Team Manager**

**Responsible for: A designated caseload of clients**

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## **Job purpose**

[Redacted]

Floating Support Workers in the Westminster Service will be part of a large, dynamic team providing an effective and empowering service to vulnerable clients across a variety of tenures.

You will be responsible for delivering person-centred, psychologically informed support to a range of individuals, with varying needs, to enable them to sustain their tenancy, enhance their wellbeing, build resilience, and achieve their goals and aspirations. The work you undertake will really make a difference to people's lives.

All work undertaken will be in line with planned support, making sure that clients are actively involved and that the support offered is full and holistic.

The Westminster Floating Support Service is funded by the Westminster Council to provide flexible housing related support in order to enable Clients to continue to live independently within their own home, regardless of tenure type. The service is delivered in a manner that is respectful of service user's racial, cultural and/or religious backgrounds and respects individual dignity. The support provision operates as part of an overall network of support and care for clients working closely with other professionals involved in the support and care of the individual.

All staff are provided with continuous learning opportunities and SHP provide a comprehensive inhouse training programme.

## **Key accountabilities**

[Redacted]

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## **1.0 Key working**

**1.1 To key work a given number of clients, holding regular meetings and assist them to reach their goals by working with them through their support plans and review them regularly in a way that is focused, and client led.**

## **2.0 Housing related support**

**2.1 To provide housing advice to clients in order for them to maintain their tenancies including advising clients of their rights and responsibilities as well as advocating on their behalf as necessary.**

**2.2 To support clients to upskill regarding daily living skills, to enable them to sustain their accommodation independently, including bill management, and household management.**

**2.3 To support clients to develop and maintain the social skills necessary to ensure positive neighbourhood relationships are developed and maintained.**

## **3.0 Resettlement support**

**3.1 To provide a shorter intervention for clients who are moving from temporary to permanent accommodation, or for other reasons. This will include but not exhaustive of: supporting clients to bid and view properties; support to coordinate packing up of their property which may include support to pack up lighter items; and supporting to set up in a new accommodation.**

**3.2 To liaise closely with the City Councils housing pathways.**

## **4.0 Support planning**

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**4.1 To work in partnership with the client and any significant others involved in their support, to ensure assessed needs are translated into action plans that are SMART and give scope for progression. All support plans will be client-led and reviewed regularly to ensure they are relevant to the client's changing needs.**

**4.2 Work with clients to draft and implement realistic support plans and risk assessments, to ensure they receive an individual package of support that meets their needs.**

## **5.0 Risk assessment and management**

**5.1 To produce comprehensive and high-quality risk assessment and risk management plans.**

**5.2 To minimise risks to clients by identifying, reporting and following up any safeguarding concerns and incidents.**

**5.3 To work alongside other professionals involved in the case to support risk management and to escalate concerns where necessary.**

## **6.0 Partnership working**

**6.1 To work in partnership with other SHP departments and external agencies to ensure that client needs are assessed and addressed appropriately. To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.**

**6.2 To proactively liaise, communicate and negotiate with internal and external specialists and external agencies in order to maximise client support services, resources and funding.**

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## 7.0 Social inclusion

7.1 To support clients to access activities which will assist them in working towards gaining greater independence within the wider community. Take part in running activities or groups in response to identified client needs or as part of SHP's Opportunities Programme.

7.2 To support clients that are ready to move into work, education or training to access suitable courses or placements.

## 8.0 Information management

8.1 In line with SHP's policies and procedures, to ensure all client contacts are recorded appropriately and accurately on the SHP database and in line with SHPs policy and procedures. To contribute to effective service delivery and evaluation by ensuring all relevant casework forms and recording systems are up to date and that key performance information is correctly recorded.

## 9.0 Teamwork and personal development

9.1 To demonstrate flexibility and a willingness to share skills and knowledge and support colleagues. To participate in team meetings, regular supervision sessions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.

9.2 To take personal responsibility for own ongoing development and learning.

## 10.0 Service development

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**10.1 To promote the service's internal feedback methods such as the complaints procedure and to respond positively to suggestions.**

**10.2 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.**

**11.0 Office duties**

**11.1 To participate fully in rotas covering duty sessions and any related service activities.**

**12.0 Health and safety**

**12.1 To work in accordance with SHP's Health & Safety policies and procedures and the law around health and safety at work. To ensure that local procedures are followed.**

**12.2 To be aware of and comply with project policies and procedures for safe working practices for staff and service users.**

**13.0 Miscellaneous**

**13.1 To undertake reasonable additional tasks and responsibilities as directed by the Relevant Line Manager and/or Regional Service Manager**

## Technical and professional know-how needed for position

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

### Experience and Knowledge:

- Understanding of how to support 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/or understanding of the range of approaches appropriate to working with issues such as substance use, mental and physical ill health, dual diagnosis, challenging behaviour, risk of homelessness, offending, antisocial behaviour, social isolation, domestic violence, gang-related issues, young parents, leaving care and learning disabilities.
- The ability to effectively liaise with a range of service providers and agencies in order to establish or improve services for clients.



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- 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 client-focused and with a proven ability to empower clients.

### **Skills:**

- 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.
- The 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.