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a safe place to
call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title:	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

Supporting Clients & Case Work Activities

- Coaching in relation to life skills, e.g. budgeting, food and nutrition, tenancy management tasks etc.
- Motivating and coaching clients to attend appointments / engage in activities. Accompanying clients to scheduled appointments if absolutely necessary.
- 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.
- 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.
- Supporting clients in the processes of moving to permanent or new accommodation, ensuring that all practical issues in relation to their accommodation are addressed.
- Supporting the client to research the variety of resources available to them specific to their individual needs and interests.
- Ensure that safeguarding and addressing the immediate needs of the clients is paramount to service delivery.
- 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.
- To support Floating Support Workers with joint assessment visits and office-based assessment days.
- To assist the case holding Support Worker to assess each client's support needs and develop their support plan.
- To assist the case holding Support Workers to effectively assess risks and follow agreed risk management plans for clients and group activities.

Information Management:

- Identifying information to fully inform the assessment and support planning process.
- Recording all activities and outcomes on Inform database.
- Assisting with the administration of referrals into the service Trainee Floating Support Worker.
- In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the client database.

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- To adhere to SHP's confidentiality and data protection procedures.
 - To record needs and risk assessments on SHP's systems in line with recording procedures and timescales.

Networking, Liaison and Brokering

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

Social Inclusions/Meaningful Occupation

- To assist clients with life skills development and participation in activities to promote increased independence and involvement in the community.
- To promote the services 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.

Health and Safety

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

Teamwork/Personal Development

- 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.

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- To take personal responsibility for own ongoing development and learning.
 - Willingness to actively take part in training opportunities both internal and external. Trainee Floating Support Worker.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position



Experience and Knowledge

- 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.
- A willingness to take on new tasks to build on your professional development and experience.

Skills and Abilities

- The ability to use IT applications and basic keyboard skills, excellent levels of literacy and numeracy.
- 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.