

Job title: Support Worker – Haringey Floating Support (St Ann’s Hospital based)

Line manager: Team Leader/ Senior Support Worker

Grade (if applicable): C12

Direct reports:



Role Context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care, and support to people who are socially excluded, disabled, unwell or homeless.

Role Purpose:

This role will be based in the Haringey Floating Support team. The floating support team provides sessional support to people across the borough who are living with mental health problems and need housing related support. The team supports people to develop the skills and confidence they need to have a more fulfilling and independent life. One half of service operates with staff members who work in the locality teams at St Ann’s hospital who provide brief intervention support with people and those who work in the community and provide longer term support with customers. The other half supports people in the community across the borough of Haringey and support people across the borough of Haringey. This part of the service operates out of an office close to White Hart Lane station.

This role would be based in one of the locality teams at St Ann’s hospital primarily providing Brief Interventions to customers.

The post involves lone working and requires an ability to work under your own initiative with management support.

Key results:

- Support customers to plan their recovery and manage their allocated budget as required to maintain their independence and wellbeing.
- Work in effective partnership with other specialist agencies to deliver agreed service outcomes for customers.
- Support customers to manage risk and to take appropriate risks that will support their recovery.
- To undertake customer referral and needs assessments for the service.
- Complete and review support plans, risk management and plans with customers.
- To implement effective Safeguarding practice for vulnerable adults in accordance with local authority and Peabody guidance and protocols.
- To work in effective partnership with primary and secondary health and social care professionals, to deliver specific care pathways and meet the desired outcomes for customers.
- To champion the principles of the recovery model, trauma informed approach and the person-centred approach.
- To champion the human rights of individuals experiencing mental illness, challenging stigma wherever it is found and promoting ethical practice.
- To deliver services that reflect the principles of racial equality and serve the needs of the whole community.
- To promote awareness of the service throughout the community
- Maintain accurate up to date records of all activities relating to service delivery.
- Always maintain safe practice in accordance with Peabody’s lone working policy.
- Assist customers to access benefits, rent payments and manage arrears and domestic bills.
- To maintain accurate records of financial transactions relating to service provision and implement Peabody’s finance protocols.
- Participate in the implementation of procedures and strategies to ensure that risks to tenants, staff and the community are rigorously assessed and managed.

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- Work with and support tenants to enable them to learn the skills required to manage and sustain their own tenancy, including how to use appliances and assistance to deal with demanding situations.
- Report any Safeguarding concerns internally and externally.
- Keep accurate, up to date records on referrals, refusals, acceptance, daily contact notes and outcomes, reporting on and providing information and reports when requested.
- Be responsible for your own personal Health and Safety whilst at work adhering to policy and procedure including reporting of any unsafe acts or conditions to management.
- Undertake any other duties consistent with the above as requested by management.

Success metrics:

- Play an active and key role in achieving your teams' objectives.
- Be professional with other departments and stakeholders that you deal with during your work.
- Be supportive of colleagues and promote excellent team working.
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure, and quality standards.
- Keep learning and improving your practice. Be open to feedback on your performance from others, including learning from mistakes and complaints.
- Externally represent and promote Peabody by being professional and positive.
- Appreciate the importance of recording, maintaining, and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice.
- Know when and how to report an error, complaint, or any concern.
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures.
- Adhere to the organisation and social care Codes of Conduct.

About you:

You will be:

- Effective team worker.
- Effective at Report writing, Risk Assessment and Support Plan completion, and IT Literacy including Word, Excel, and electronic data entry systems.
- Able to communicate effectively with customers, staff and external agencies and refer customers to support agencies including in their local area.
- Experienced and have knowledge of Welfare Benefits, Housing Management & basic knowledge of Housing law and Occupancy types.
- Ability and confidence to lone work.
- Knowledge of the recovery approach and/or Trauma informed practise
- Experience of using support planning and risk assessment tools.

You will have:

- Empathy and kindness for the client group.
- Experience and/or knowledge of working with homeless, asylum seekers, ex-offenders, mental health, substance misuse or vulnerable customers.
- Ability to provide excellent customer service including advice and assistance on life skills and move-on.
- Knowledge of Safeguarding procedures
- Knowledge of equality, diversity and inclusion for this client group and knowledge to be able to challenge discrimination and stigma.

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- Knowledge of legislation around homelessness, housing, immigration, and benefits and how it applies to our customers or willingness to be trained.
- Knowledge of reporting repairs, and monitoring the performance of contractors

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