

Job title: Floating Support Worker

Line manager: Floating Support Manager

Grade (if applicable): C12

Direct reports:



Role purpose:

To deliver high quality and effective support services, which promote the independence, wellbeing and inclusion of customers, in accordance with Peabody policies and procedures and the principles of best practice.

Key results:

- Carry out initial assessments.
- To complete support plans, provide support, and carry out reviews, in accordance with policies and procedures and the requirements of stakeholders and funders.
- To support on cases where there is a safeguarding or child protection concern and to ensure safeguarding processes and actions are followed through to case closure.
- Provide practical and emotional support to customers to achieve the outcomes set out in their support plan.
- Implement effective safeguarding practice for vulnerable adults and children in accordance with local authority and Peabody policies, guidance and protocol.
- Work with support workers and support coordinators to manage risks to customers, staff and the community.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare and risk concerns in accordance with Peabody policy.
- Promote self-advocacy and advocate where appropriate for all customers.
- Participate in customer reviews, team meetings and training course.
- Clearly explain the remit of the service to a range of clients and other professionals as appropriate.

Success metrics:

- Hold a caseload of medium / high support needs clients, and provide support to them on a key-work basis in their own homes or at an alternative venue if required (typical caseloads 6 per floating support worker).
- Support customers to identify, move into, and sustain housing which meets their needs, including supporting customers to 'bid' for properties and report maintenance issues.
- Support customers to maximise their income, to access benefits, and to budget to cover domestic bills and living expenses..
- Support customers to maximise their physical and mental health, through liaison with health services and the promotion of a healthy lifestyle.
- Support customers to develop and maintain positive and effective relationships with their family, friends, carers and other professionals
- Accurately input customer data onto a client database in a timely manner and ensure records are maintained to evidence compliance with the service specification, commissioner requirements and internal and external key performance indicators.
- Implement the association's equal opportunities policy as an integral part of all duties and observe the letter and the spirit of the policy at all times.
- Maintain safe practise at all times in accordance with Peabody's health and safety policy.
- Follow all relevant association policies and procedures and undertake any other reasonable requests from your line manager.

Version Date:

Signed off by:

About you:

You will be:

- Skilled at completing assessments, support planning and risk assessments.
- Advocate and be able to liaise with all key internal and external stakeholders.
- Able to use relevant IT software packages (e.g spreadsheets, word, processing and databases).
- An excellent communicator both verbal and written as well having good numeracy skills to advice customers on their benefit entitlements, debt issues and household budgeting and management.
- Able to set up and maintain easily accessible administrative systems.
- Able to work with Customers in a crisis and chaotic situations.
- Able to engage with, motivate and encourage customers.
- Able to work on your own initiative, as well as a committed team player.
- Able to plan own workload and to set up and keep to priorities in order to meet performance targets and deadlines.
- Able to respond calmly and effectively to defuse and management conflict and crisis.
- Able to consider/assess risk to clients and yourself.
- Able to work with clients who may present with challenging behaviour.
- Required to work outside of normal office hours on occasion.

You will have:

- Demonstrable experience of providing support to vulnerable people.
- Experience of supporting vulnerable people to live independent lives in the community.
- A sound working knowledge of a variety of support interventions and techniques.
- A good knowledge of statutory and community services.
- A good knowledge of welfare benefits and a practical understanding of tenancy law.
- A good knowledge of Safeguarding Vulnerable Adults.
- A good understanding of Supporting People and Quality Assessment Framework requirements.
- A good understanding of equal opportunities and diversity and how these relate to the support of vulnerable people.
- A proactive and customer centred approach to customer care.