Job Description

Empowering people experiencing multiple barriers to achieve positive change.

Title of post:	Floating Support Worker
Location:	11-12 Eldon Place, Bradford, BD1 3AZ
Responsible to:	Deputy Director (Supported Housing Lead)
Salary:	SCP 15, £29,224 per annum
Hours of Work:	37.5 hours per week 9.00 am – 5.00 pm, Monday – Friday. There is an element of flexibility around working hours required by the postholder.
Contract:	Permanent

OVERVIEW

Our Supported Housing provides individual homes, support and a high-quality housing management service for service users with drug or alcohol problems. Our committed team works collaboratively to deliver an outstanding service and a range of personal support, that puts service users first, empowering them to achieve their goals and aspirations.

THE ROLE

The Floating Support Worker will support people with drug or alcohol problems by helping them to maintain their tenancy. You will be required to work in the community and visit people in their own homes. The people you work with will be facing challenges and may be at risk of becoming homeless.

Key Duties and Responsibilities

- Use psychologically informed approaches and Trauma Informed Care principles - supporting service users to develop new ways of thinking and make steps towards independence, by:
- Co-producing bespoke support plans that enable service users to sustain their own tenancies, involving key stakeholders (e.g. family/other support providers) where appropriate.

- Leading on the organisation and delivery of scheduled reviews of support and risk plans or following an incident/significant change in a service user's circumstances.
- Engaging service users to meet agreed outcomes and develop independent living skills.
- Assisting service users with day-to-day support and tenancy-related matters.
- Identifying and promoting opportunities for employment, education and training and supporting service users to remove barriers to accessing these opportunities.
- Supporting service users who may be living in temporary accommodation to be 'tenancy ready' enabling successful move on and tenancy sustainment.
- Signposting service users to appropriate external support services, including interventions such as food banks and other community resources.
- Supporting service users to maintain financial independence through budgeting plans and maximising income.
- Assisting service users with signposting for specific debt advice, financial statements and negotiating with third parties where necessary.
- Supporting and monitoring service users' healthcare needs, proactively encouraging appropriate contact with healthcare professionals.
- Ensuring the safety of our service users by following local safeguarding procedures, recognising and acting on any significant risk, and escalating appropriately.
- Recording and updating clear, factual, and accurate strengths-based customer information on the digital case management system.
- Facilitate the referral process into the service and assess potential new service users.
- Work in partnership with local authority, social and private rented housing to identify suitable accommodation for service users who are living in temporary accommodation or at risk of homelessness too set up and maintain a tenancy either virtual or face to face support.
- Carrying out housing support assessments for vulnerable service users and ensuring they are linked into relevant support and health services as indicated by assessment.
- Provide initial tenancy related support, advice, and assistance directly to tenants as required, to prevent escalation of issues and sustain the tenancy.
- Advise and advocate on behalf of the service users.
- Develop and maintain local partnerships to provide a holistic range of support for service users, liaising with them to facilitate access to support.
- Liaise with the relevant Bridge Key Worker. Recognise signs and indicators of potential drug and alcohol relapse and escalate as appropriate.

You will be required to:

- Work flexible hours to meet service user and business needs, which may not include normal office hours.
- Travel to service users' homes within an identified geographical area.
- Use the Solo Protect lone worker system as and when necessary.
- Ensure service users are safe at all times - carrying out all of your duties within Bridge's Policy and Procedure framework e.g. health & safety, safeguarding, GDPR, cash handling, etc.
- Participate in team meetings, regular supervisions, and reflective practice sessions.
- Undertake regular training and take responsibility for your own continuous development to enable you to deliver your role safely.
- From time to time, you may be required to undertake additional duties and responsibilities in consultation with your Line Manager

Person Specification	Essential	Desirable
Qualifications	• Readiness to complete training as appropriate	• Relevant housing qualification or equivalent.
Experience	• Experience of supporting service users with vulnerabilities and/or challenging behaviour, ideally in a housing context.	• Knowledge and understanding of the support needs of the service user group.
Knowledge and Skills	• Knowledge of housing management issues (e.g. tenancy conditions, tenants' rights & responsibilities, neighbour nuisance, housing options) • An overview of welfare benefits and entitlements. • Good communication and negotiating skills. • Ability to work calmly and effectively with people who may present with challenging behaviour and be in crisis. • Understanding and awareness of confidentiality and boundary issues. • Ability to work independently, prioritise and plan own workload. • Good standard of IT literacy • Good administration skills • Knowledge of safeguarding and health and safety issues	• Good local knowledge of the area.

Other attributes	• Willingness to work flexibly in terms of hours, including out of office hours. • A commitment to promoting diversity and equal opportunities in all aspects of your work. • Conforms to a standard of dress which reflects a professional service • Committed to own professional development. • Positive ideas and outlook • Ability to work as a member of a team • Can meet the mobility requirements of the post.	

Person Specification	**Essential**	**Desirable**
	• The post holder must hold a full driving licence and have access to a vehicle with fully comprehensive business-use insurance and inform their insurance provider that they will be carrying passengers for work.	

Key Behaviours	**Works Proactively** Demonstrates initiative, thinks ahead, and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	Leads Change & Improves Performance

	Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes, and constantly developing our people and processes.
	Demonstrates Creativity & Innovation Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	Client & Customer Focused Focuses on and understand the needs of internal and external service users, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'service users', please also read members, stakeholders, and audiences).
	Influences Others & Communicates Effectively Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
	Applies & Shares Expert Knowledge Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	Works Collaboratively with Others Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	Values & Respects Others Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.