JOB DESCRIPTION

Floating Support Project Worker

Job Title:	Floating Support Project Worker
Department:	Prevention & Move On
Line Manager:	Floating Support Service Manager/Deputy Floating Support Manager
Responsible For:	None

Scale:	11 – 16		
Hours:	37	**Term:**	Fixed Term

MAIN PURPOSE OF THE ROLE

Workers in HARP's Floating Support Service will be part of a mixed team based from HARP's integrated homelessness hub, providing a dynamic and empowering tenancy sustainment service to our clients across a range of sites across Southend on Sea.

The team provide flexible housing related support which enables service users 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 team brokers and operates as part of an overall network of support for service users, in doing so the team work closely with other professionals.

Working within HARP's policy and procedural framework, FS workers manage cases via HARP's internal referral panel and will ensure that assessed needs are picked up and addressed effectively. High quality and comprehensive support and safety plans (risk assessments) will be drafted and reviewed by FS workers and & in conjunction with the initial keyworker, Rough Sleeper Navigator or Prevention & Move On worker the FS worker will pick up, take over and coordinate support interventions.

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 aim of the service is to provide quick and responsive interventions that prevent tenancy breakdown, improves quality of life and promotes recovery & independence. FS workers will carry a flexible caseload of up to 30 clients of varying needs with a focus on tenancy sustainment, homelessness prevention and move on.

MAIN RESPONSIBILITIES

Risk Assessment and Management:

- To produce comprehensive and high-quality risk assessment and risk management plans on an ongoing basis for clients.
- Minimise risks to clients by identifying, reporting and following up any safeguarding concerns.
- Provide a comprehensive handover of risks to other professionals who may be involved with cases.

Case Review:

- Arranging and carrying out formal case reviews**,** making sure that they are client led and should predominately take place in the community.
- Complete full new needs assessments following case reviews including distance travelled points for each need, highlighting support actions to take forward.
- Carry a changing caseload of up to thirty cases.

Action Planning:

- In partnership with the client and any significant others involved in their support, translate assessed need into action plans that are SMART and give scope for progression.

Housing Management:

- Provide intensive housing management to residents.
- Ensure that all health & safety checks within our buildings are carried out in accordance with HARP policies and procedures.
- Enable residents to retain their accommodation, prevent evictions and assist residents that are ready to move on.
- Ensure timely housing benefit claims are made and service charge is collected and recorded correctly.
- Make sure that clients understand tenancy issues, rights and responsibilities.
- Ensure HARP properties, whether owned or leased, and the surrounding environment is safe and secure; conducive for effective client engagement and support and also supports cohesive neighbour and community relations.

Information Management:

- Ensure that all recording processes are followed with regards to the referral process.
- In line with HARP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the In-form database.
- To contribute to effective service delivery and evaluation by ensuring all relevant files and recording systems are up to date and that key performance information is correctly recorded.

Partnership Working:

- To work in partnership with other internal HARP Depts and external community agencies in order that client needs are assessed and can be met.

- Take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally. Internally these depts should include HR, Housing & Finance.

Social Inclusion:

- Support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community.
- Promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.
- Take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

Client use of time:

- Work with clients to identify activities that they would like to take part in to prepare them for independence and move on & include in needs assessment and action plans.
- Ensure clients are assisted to access such activities internally/ externally.
- Take part in running activities or small groups in response to identified client needs or as part of a project wide programme of group work.
- Support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements.

Health and Safety:

- To be aware of the roles and responsibilities and work in accordance of HARP's H&S Policy and the law around H&S at work.
- 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 / Office Duties:

- To participate fully in rotas covering duty sessions and required service activities.
- To be flexible, to share skills and knowledge and support colleagues.
- Participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- Take personal responsibility for own ongoing development and learning.
- Champion internal comms across HARP at all levels including a spirit of inter and intra-team working and wider cooperation.
- Develop and maintain good professional working relationships with all agencies that work in partnership with HARP.
- Undertake any other reasonable duties as required and commensurate with the grade of post.

PERSON SPECIFICATION

#	Criteria	Essential / Desirable
Qualifications		
1	Level 3 qualification in housing or a related field, or willingness to work towards one.	Desirable
2	Commitment to ongoing training, including trauma-informed practice, safeguarding and first aid.	Essential
Relevant Experience		
3	Experience of supporting people facing multiple disadvantage, such as homelessness, mental ill-health, substance use or trauma. This can be paid, voluntary or lived experience.	Essential
4	Experience of assessment, support planning and managing risk with the people you support.	Essential
Skills, Knowledge and Abilities		
5	Good understanding of tenancy sustainment and the support that helps people maintain their tenancies.	Essential
6	Understanding of trauma-informed practice and PIE, and how to use it in everyday contact.	Essential
7	Able to build trusting relationships while holding clear, kind boundaries.	Essential
8	Able to manage conflict and de-escalate calmly, including between residents.	Essential
9	Good recording and IT skills, and the ability to write clear, accurate notes.	Essential
10	Working knowledge of welfare benefits and local support services.	Desirable

Personal Attributes		
11	Comfortable working independently on site, using good judgement and knowing when to escalate.	Essential
12	Calm, patient and reliable, including when things are difficult.	Essential
13	Honest, reflective and open to feedback.	Essential
14	A genuine belief in people's capacity to change, and a commitment to people-first practice.	Essential
15	Lived experience of homelessness or related disadvantage.	Desirable

BEHAVIOURAL COMPETENCIES

This role is assessed against HARP's Core Behavioural Competency Framework at the levels set out below:

This role requires all five of HARP's Core Behavioural Competencies at Level 1.

Competency	Level Required
People First Practice	1
Integrity, Humility & Learning	1
Kind, Clear Communication & Relationships	1
Professional Accountability & Quality	1
Purposeful Leadership, Change & Resilience	1

Competencies are assessed at interview and form part of ongoing supervision, probation review and annual appraisal. The full framework will be shared with shortlisted candidates prior to interview.

HARP is committed to equality, diversity and inclusion. We welcome applications from all sections of the community and particularly encourage applications from people with lived experience of homelessness.