

Role Profile

Job Title:	Floating Support Assistant (TIER 1)
Based:	The Stables, Reading
Hours:	Full Time; 37 hours per week
Contract:	Maternity Cover up to 12 months
Reporting to:	Floating Support Team Leader
Remuneration:	£19,000 per annum, plus benefits
Direct Reports:	Volunteers/Mentors

Job Purpose:

To deliver a flexible client focused service to people who contact or present to Launchpad creating timely plans, or delivering one off advice, whilst ensuring contractual requirements are met for short term brief intervention work

Key Responsibilities

Contract Delivery

- Deliver a fully responsive and flexible service for clients with a variety of needs onsite, and be jointly responsible for covering the office and Drop In whilst reacting to daily demands
- On a rota with the wider Floating Support team, respond to phone, email, text, face to face enquiries from clients, public and professionals and record all work on database to a high standard
- Provide rapid advice and/or assessments to clients who have been referred or Drop In to the offices or make contact by telephone, or email
- Deliver solution focused responses, with clear concise support plans, providing advice and/or signposting appropriately
- Ensure that support offered to clients is succinct and timely to enable maximum numbers of brief interventions
- Assist with developing processes to ensure that all clients are seen promptly and be adaptable to change and improving ways of working
- Effectively communicate and work collaboratively with the Floating Support team to ensure that all clients are being supported appropriately and prioritised according to need
- Develop appropriate tracking tools to ensure clients are closed within contract timescales
- Develop the skills to assertively manage conflict, with a personalised approach, and maintain a balanced approach to risk, as well as being engaging, inspiring and assisting to improve individuals' social integration
- Develop the skills to work with more complex needs clients and/or higher caseloads
- Lead and represent Launchpad in a Team Lead specialism (area of support to be agreed) by attending relevant meetings, sourcing training, delivering resettlements surgeries and building strong partnerships

- Take personalised approaches to engage and motivate clients who have contact with the service, including where intervention is brief or a one-off occasion
- Develop and sustain effective partnerships, and work in a collaborative way with all agencies and providers, ensuring a seamless service delivery focused on the client
- Work collectively with the team to meet contract requirements with regard to key performance Indicators
- Develop a holistic model / package of support around the needs of each client, with the support of volunteers and mentors
- Obtain and use feedback gathered from clients to improve service delivery
- Supervision of volunteers/mentors as business needs dictate

Client Support

- Carry out assessments according to priority need, and commence a support plan with all immediate interventions put in place, based on the needs of the client
- Case manage, co-produce SMART, holistic support plans and risk assessments with the aim to reduce dependence on services, with a high standard of recording
- Support clients primarily on site with flexibility to provide outreach support dictated by client need
- Assertively motivate clients to achieve their goals, and ensure that clients' expectations are effectively managed
- Ensure all support is person-centred, and treats clients as individuals, promotes their dignity, independence and which meets their wider social needs
- All plans should use language that is inclusive with the use of 'approach' rather than 'avoidance' goals
- Ensure all clients are effectively signposted to opportunities to reduce social isolation, and are given the opportunity to attend group activities and/or Education, Training, and Employment opportunities
- Ensure all support works in a collaborative way with other services and providers, and clients engage and have access to all specialist providers
- Advocate on behalf of clients and ensure equality of access to services
- Ensure clients are focused on sustaining their accommodation, sourcing accommodation and/or supported with the skills for resettlement
- Provide an effective support closure process, according to clients' needs, and ensure that they have the information and advice to sustain their independence
- Contact original referrer on closure notifying why support has ended and outcomes achieved

Finance and Administration

- Keep accurate and timely records on case management system which are of an exceptional quality according to the contract requirement and targets
- Ensure all records and files are maintained and held securely and that the confidentiality of information is upheld
- Complete all financial transactions according to Launchpad's procedures

General

- Assist in the promotion of awareness of homelessness and the needs of homeless people in the wider community
- Assist with the development of policies, procedures and practices in relation to the Floating Support Service especially in relation to triage work
- Keep up to date with relevant changes in legislation, funding and other external issues and ensure that the service responds accordingly and delivers 'best practice' standards
- To attend and participate in team meetings, reflective practice, group briefings, 1to1's, annual reviews, internal and external meetings, qualifications and training courses where appropriate
- Observe and work within Launchpad's values of Respect, Empower, Integrity and Influence
- Operate within the framework of policies and procedures within Launchpad
- Occasionally to work outside of office hours where required by the line manager to fulfil the needs of the contract and clients
- Any other duties commensurate with the role

Person Profile

Knowledge, Skills and Behaviours

- Professional, approachable, confident and empathetic manner whilst maintaining appropriate boundaries
- Ability to motivate, encourage and support clients and work with challenging behaviour
- Confident in using IT to record and report information and/or willingness to learn new systems
- Enjoy working in a busy environment
- Have a positive attitude and be flexible with workload priorities
- Ability to reflect and learn from situations with an openness to receiving constructive feedback
- Willingness to learn how to assess and recognise client support needs and risks and create SMART goals/objectives
- Ability to listen client's potentially traumatic personal stories and experiences whilst learning to build resilience and build self-protection
- Work in a way which promotes client independence and demonstrates equality of service to all
- Use safe working practices whilst supporting clients
- Strong communication and interpersonal skills and the ability to remain calm under pressure
- Willing and able to work as part of a team and be supportive to your colleagues
- Willingness to learn and/or have an understanding of welfare benefits/reform and safeguarding adults/children
- Willing to learn and/or have an understanding of housing and homelessness legislation, housing law and complex support needs including substance misuse and offender management

Experience

- Previous experience of providing care or support for vulnerable people, or experience through having used services associated with homelessness such as supported housing, social care or criminal justice
- Experience of working collaboratively within a team and using own initiative
- Experience of working in a customer/client facing environment
- Experience of enabling and facilitating others to achieve their hopes and aspirations

Education, Qualifications and Training

- GCSEs including English and Maths at grade C or above
- Housing or social care related qualification or professional qualification in substance misuse, counselling, psychology or social work (Desirable)