



Floating Support Service Manager

Full Time - 37 hours per week

£37,700 pa, benefits include 7% employer pension contribution

We are a registered charity for the homeless that helps some of Reading's most vulnerable and disadvantaged people to turn their lives around and fulfill their potential. Launchpad offers accommodation-based support and works with our tenants on a range of support needs including advice and advocacy, life skills, budgeting, mental health, drug / alcohol addiction as well as support around education, training and employment.

THE ROLE

Take the lead role in service planning and delivery of the Floating Support contract, staff management and business development while adapting creatively in a complex and fluid environment

Key responsibilities include:

- Be accountable for the performance of the floating support & drop in service and make sure that all contract and organisational targets are met and exceeded, or implementing remedial action where required
- Evaluate and monitor contractual requirements and provide high quality and timely reports to commissioners that identify performance exceptions and strategies to address them
- Carry out quarterly review of performance indicators, and ensure these are communicated effectively to all of the Floating Support Team, with identified actions
- Effectively use outcome monitoring and the Inform case management database system
- Ensure support planning is creative and there is a balanced approach to risk
- Drive the qualitative audits process on case files and standards of reporting, with any shortfalls identified and appropriate action plans put in place
- Shape the service to ensure that the Drop In sessions have high attendance and remain meaningful to the individuals who use them, identifying any trends and evolving the service according to feedback and need

- Direct the service to ensure it treats customers as individuals, promotes customer dignity, independence and wider social needs and their views and needs are the primary focus
- Undertake an annual equality and impact assessment to ensure the service remains fair and accessible for all and implement any areas identified requiring change
- Ensure that the Floating Support team meets its obligations under Berkshire's Adult Safeguarding Policies and Berkshire's LSCB Child Protection Procedures
- Lead operations to ensure all legal and regulatory frameworks are met, as well as the standards set out in Launchpad policies and procedures

This exciting opportunity will involve you working with clients on a range of issues and help develop strategies with them to prevent homelessness, resettle into new accommodation and focus support on identified areas of need. You will have multi-agency working experience along with experience of dealing with mental health issues, substance misuse and working with offenders. You will also have previous experience of managing your own caseload of clients.

Please click [here](#) to read the full job description

Please click [here](#) to apply for the job

Whilst appointments will always be made on the merits of the application and performance in the selection process, Launchpad is committed to achieving greater diversity, inclusion and equity in our workforce – and actively encourages and welcomes applications regardless of sex, gender, race, age, sexuality, beliefs or disability. If you require any adjustments to the application, recruitment or selection procedure, please contact our HR team.