



Role Profile

Job Title:	Floating Support Specialist Officer
Based:	The Stables, Reading
Hours:	Full Time – 37 hours per week
Contract:	Permanent
Reporting to:	Floating Support Service Manager
Remuneration:	£31,411 per annum, plus benefits
Supervising:	Volunteers / Mentors / Student Placements

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.

Job Purpose:

To manage a caseload of clients with multiple needs focused on a flexible, person-centred model of support, whilst ensuring contractual requirements are met for short and longer term clients

Key Responsibilities

- Deliver flexible, community-based support to people with complex and multiple needs across a range of locations.
- Manage a caseload of approximately 15 to 20 clients, providing person-centred, trauma-informed and recovery-focused support.
- Complete assessments, develop SMART support plans and risk assessments, and review progress to help clients achieve sustainable outcomes.
- Build trusted relationships that empower clients to make informed choices and increase independence.
- Work collaboratively with housing, health, criminal justice and other specialist agencies to provide coordinated support.
- Lead and coordinate multi-agency meetings, case conferences and reviews for clients with complex or high-risk needs.
- Advocate for clients, ensuring equal access to services, accommodation, benefits, employment, training and community opportunities.
- Take a lead role in homelessness prevention, resettlement support and accommodation sustainment.

- Act as a specialist resource for complex needs and offending-related support, representing the organisation at external meetings and partnerships.
- Monitor outcomes, maintain accurate records, analyse trends and contribute to service improvement and contract performance targets.
- Support, guide and supervise volunteers, mentors and colleagues while sharing expertise on complex case management.
- Promote the organisation's values, contribute to policy and service development, and maintain compliance with all safeguarding, legal and organisational requirements.

Why Join Us?

- Make a meaningful difference to people experiencing homelessness and complex challenges.
 - Work within a supportive, collaborative and multi-disciplinary environment.
 - Access ongoing training, professional development and opportunities to lead on specialist areas of practice.
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- **Please [click](#) to read the full job description**
 - **Please [click](#) to apply for the job**