Floating Support Officer

Full Time - 37 hours per week
£27,880 per annum, 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

As a Support Officer within our Floating Support team, you will be responsible for working with a caseload of clients on a range of issues to help develop strategies with them to prevent homelessness, resettle into new accommodation and focus support on identified areas of need.

Key responsibilities include:

- Deliver a fully mobile and flexible service for clients with multiple needs, working across multiple sites based on the needs of the client
- 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 and sustain effective partnerships, and work in a collaborative way with all agencies and providers, ensuring a seamless service delivery focused on the client
- Build trusting, trauma informed and recovery focused relationships and enable clients to make empowered and informed choices about their future
- Manage a caseload of up to 20 clients, including long term clients, utilising time effectively to ensure that all cases are given the appropriate support based on client needs
- Carry out assessments in the community, over the phone, at the client's home or in the office 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 in the community, co-produce SMART, holistic support plans and risk assessments with the aim to reduce dependence on services, with a high standard of recording

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.