



MANINPLACE
INNOVATE ACCOMMODATE MOTIVATE

Job Description.

Floating Support Worker (KIP@Maninplace)

Context

A challenging but rewarding position has come about to support and assist people who present as homeless and require assistance to access appropriate accommodation and support services through the KIP@Maninplace service.

The Floating Support Worker will design and deliver tailored support to customers who experience a chaotic lifestyle as a result of their homelessness, assisting to identify accommodation suitable for the customer's needs, signposting to external agencies offering further support in areas such as accommodation options, debt management, employment, substance addictions and mental health conditions. You will be a point of contact with referring agents and partnership organisations to ensure effective liaison arrangements with respect to individuals' support and ensure those arrangements are continued and enhanced.

A caring and understanding nature will be required for this role, and be able to demonstrate a clear ability to listen carefully to customers, remain calm at all times, be non-judgemental, discerning and have an understanding of issues surrounding homelessness and its impacts.

Hours of work

The role will consist of 40 hours per week based on a 2 week rota, working between the hours of 0700 & 1800, Mon – Fri.

The services operates 24 hours per day, 365 days a year, this may require working outside of the hours stated above. Notice will be given in such circumstances.

Salary

A fixed term contract until September 2019, the salary for this post is £16,993 per annum (equivalent to £8.17 per hour) and is subject to maintaining current, or securing alternative funding streams.

Qualification & experience

Experience in housing, homelessness, support services, health and social care, criminal justice system or related relevant experience in providing advice and guidance.

Responsible to

Directors of Maninplace.

Location of work

Working from our office location in Wellington, and responding to clients across the borough of Telford and Wrekin.

Job Summary

- To respond to people reporting as rough sleeping, homeless or about to become homeless, and requiring access to support services.
- Provide a tailor made support plan which promotes independence and tenancy sustainment, reducing the risk of a return to homelessness.
- Through close engagement with your customers you will build a positive and inclusive relationship that meets the needs of the individual, and develops independence.
- To continually review the impact of your support, and ensure there is a clear pathway in place for customers.
- Give guidance to the supported community to live safely, securely and successfully in their accommodation and neighbourhood.
- To promote hope through encouraging and supporting people to find solutions to their homelessness and develop their skills, to enable and achieve positive outcomes, and maximising their sense of wellbeing.
- Ensuring vulnerable people are assisted appropriately and sensitively as they adjust and move forward, and explore all possible opportunities available to the individual.
- Maintain all data and documentation to a high standard in line with Maninplace policies and procedures and the “Inspire 2 Thrive” contract requirements.
- Adhere to strict codes of customer confidentiality.

Duties & responsibilities

Service Managers' daily activities.

1. To work in conjunction with colleagues within Kip@Maninplace and partners as a whole to ensure the effective delivery of the Project services.
2. To work with individuals, alongside other staff and agencies, on the development and implementation of tailored support plans.
3. To assist people, and advocate on their behalf, to establish themselves in their accommodation and to receive services that will support them in achieving successful and sustainable resettlement.
4. To ensure that community resources are accessible, culturally appropriate and reflect the needs of the customers in order for them to achieve successful and sustainable resettlement.
5. To support the service users to identify the type of move-on accommodation most suitable to their needs and wishes.
6. To assist individuals with gaining various levels of assistance and benefits.
7. To complete all administrative work involved in accommodating people into appropriate accommodation, e.g. application forms, producing and independent living plan, to maintain service users records, and other related administrative work according to procedure.
8. Responding to planned and responsive support as required.
9. Deliver a high standard of responsive support services to all clients accessing the service, and a consistent standard of service to clients receiving planned support programmes.
10. Liaise with customers accommodated in emergency accommodation ensuring a structured and supportive plan is in place to elevate a return to street living or ongoing homelessness.

11. To provide floating support to individuals with a view to assisting them to acquire the skills and resources necessary to lead more independent lives and to be part of the community.
12. To participate in providing opportunities for customers to access an extensive range of services and activities that will address their needs, including access to community education and employment opportunities, leisure and recreational services, and resettlement support.
13. Ensure that maximum assistance is given to those moving in and out of the Temporary Accommodation and to manage the process effectively.
14. To work to the Mission and Values of Maninplace.

Abilities required

- Be motivated and of a confident nature.
- To be discerning
- An ability to be open and honest with individuals.
- Excellent organisational and communication skills.
- Relate well to all sections of the community and be non-judgmental.
- Have an ability to approach things with a positive outlook. The objective is to find solutions, not to emphasis negatives.
- Knowledge of local service provision.
- Able to drive and hold a current driving license with access to own car for business use.
- Be educated to at GCSE grade C or equivalent.
- Be confident about being a Lone worker.
- Be Computer literate.
- You will demonstrate flexibility in delivering a customer based service.

Abilities required when working with voluntary and statutory sector

1. Joint working and effective communication with other agencies.
2. Help to promote service to external agencies.
3. Ensure that service information is accessible to professionals involved.
4. Work with external voluntary and statutory sector agencies in a spirit of partnership and collaboration.
5. Operate and work within the wider team of Maninplace.

Person specifications

Skills & Experience	Essential	Desirable
1. Experience of working with Homelessness, Housing/Accommodation, Social Care setting, Supporting People Programme or similar programme.	X	
2. Have an understanding of what preventative support is.		X
3. Have a qualification in support services, health and social care or related relevant experience. providing advice and guidance		X
4. Have experience of managing personal budgets.	X	
5. Demonstrate effective communication, and presentation skills.	X	
6. Car owner and driver with clean license or independent means of travel to clients and external meetings.	X	
7. Demonstrate a clear understanding of the issues facing those who are homeless and their non-statutory status.	X	
8. Have a good knowledge of issues surrounding drug and alcohol addiction		X
9. Demonstrate relevant knowledge of the criminal justice system and drivers that impact on offending behaviour.		X
10. Demonstrate relevant knowledge of Mental Health issues and the impact on individual's ability to make positive decisions.		X
11. Have a good knowledge of the benefits system	X	
12. Demonstrate relevant knowledge on the social impact of legal migrant's status and the issues faced.		X
13. Demonstrate knowledge of working with vulnerability, disability, cultural sensitivity and equal opportunities.	X	
14. Have knowledge of local choice based lettings.	X	
15. To work effectively within the immediate and wider staff team.	X	
16. Demonstrate ability to use word processing, spreadsheets, databases, & report writing.	X	
17. Demonstrate ability to work flexibly, independently, be self-motivated, non-judgementally and as a lone worker.	X	
18. Identify a commitment to working with Maninplace policies and procedures.	X	
19. Demonstrate relevant experience of support planning and enabling service user experience.	X	