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| **Job Description** |
| Job title: | Floating Support Advisor Complex Next Steps | Location: |  Cheshire |
| Responsible for: | N/A | Responsible to: | Team Leader and Manager |

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| **Overview of the role** |
| The main responsibilities of this post are:* To deliver a high-quality intense floating support service to vulnerable people with complex needs and barriers to permanent housing
* To help develop and promote tenancy ready skills
* To support with clear pathways move on

To help ensure that the organisation’s floating support Next Step service meet and, where possible, exceed stakeholder and customer requirements and expectations |
| **Main responsibilities and accountabilities** |
| Key Tasks• Process service referrals received from Cheshire East• Assess and Sign-up new clients• Complete client risk assessments• Work closely with client to assess their support needs & design their individual  support plans• Deliver practical & appropriate support to clients in line with their individual  support plans with continuous reviewing • Ensure the support delivered meets the needs and expectations of clients,  requirements of the service funders, as well as the organisation’s service  standards• Liaise with appropriate agencies to help clients access any specialist support that  they require• Work with clients to create a clear pathway for move on • Provide assistance to implement client participation initiatives* Ensuring properties are compliant with Health and Safety and checks are completed.
* Support customers to maintain and sustain their tenancy`s and where necessary take appropriate action in line with their agreements
* Help to raise the profile of the service through the delivery of marketing initiatives
* Act as an information point for Plus Dane colleagues with regard to the provision of services to vulnerable people provided by external agencies.
* Maintain a good knowledge of legislation, policy and procedure and good practice trends.
* Provide support & assistance to other Support Service colleagues to ensure clients receive a seamless service.
* Undertake any other tasks within Support Services as directed to do so by the management team.

NB: Service Availability & Access (hours of service)The officer will generally provide a service from Monday to Friday (9am – 5pm).The officer may also be expected to provide a service when required to do so to meet client needs from 8am up to 10pm Monday to Friday. The officer may also be required to provide support Saturday &/or Sunday if directed to do so by the management team. |

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|  **Key contacts** |
| The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below. |
| Key internal contacts are:* Key internal contacts are:
* Supported Housing Manager
* Supported Team Leader
* Other Support Advisor level posts
* Staff across the organisation
 | Key external contacts are:* Local Authority Contacts
* Probation,Police
* GP,Substance groups
* Other Partner Agencies
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| **Person Specification** |
| Job title: | Floating Support Advisor |

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| **Area** | **Requirements** |
| Education | * NVQ in Social Care Levels 2, 3 or 4
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| Experience & knowledge | Has experience of:* Working in supported housing sector
* Producing accurate written support related documentation

 and correspondence* Supporting people out of dependency
* Working in partnership with other agencies to reduce homelessness and improve independent living skills
* Maintaining comprehensive and accurate records
* Prioritising workload, time management and dealing with

conflicting priorities* Manipulating data to be able to design and produce reports in relation to key performance indicators.
* Organising appointments and meetings

Has knowledge of:* General IT systems and applications including Microsoft Word, excel power point, databases and document management systems
* General office practices and procedures
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| Personal qualities | Able to:• Maintain confidentiality at all times. Has:• high personal integrity and a strong focus on personal accountability to deliver effective outcomes• excellent communication skills• excellent written, verbal and numerical skillsIs:• self-motivated• performance driven• customer focused |

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.