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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 |
| 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 |
| 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 skills  Is:  • 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.