



JOB DESCRIPTION

POST:	Tenancy Sustainment Worker
LOCATION:	Cambridgeshire
RESPONSIBLE TO:	Service Manager (or nominee)
DBS CHECK:	Subject to Adult Workforce Regulations

JOB PURPOSE:

The service is designed to support people to maintain independence in their own homes and communities therefore reducing the demand on statutory services. The providers of the Floating Support Service will support vulnerable young people and adults to live independently by initially carrying out an assessment to ascertain their housing related support needs and work with the individual to develop a support plan in order to achieve their agreed outcomes. Support workers will provide a flexible, practical service to resolve any issues that may be impacting on their housing situation and support independence.

KEY RESPONSIBILITIES

Housing related support means support that is provided to help people understand and manage their different roles and responsibilities such as:

- Finding a home and setting up a tenancy
- Keeping the home safe and secure
- Setting a budget and paying bills
- Developing life skills to sustain living in the home
- Accessing education, training and employment
- Living a healthy lifestyle and engaging with primary health services
- Support to develop emotional wellbeing and coping strategies improving Mental Health and resilience

DELIVERING SERVICE

- Work with clients offering supported opportunities for them to improve their quality of life, develop their skills and make decisions about their future.
- Act as individual 'Keyworker' to a group of identified clients, taking lead responsibility within P3 (and acting as lead contact with other services) for the co-ordination and delivery of their support.
- Working with clients with arrange of complex needs, including mental health, substance misuse and offending behaviour.
- Work within P3's policies and style of operation - this will include tasks and day to day decision making relating to:
 - Providing general practical and emotional support to clients in order to promote their independence and recovery
 - Responding appropriately to chaotic and challenging behaviour to promote the well-being of clients and staff
 - To undertake training e.g. through attendance at formal courses
 - Providing an effective and responsive supportive service
- Liaise with referral teams/agencies regarding vacancies and referrals.
- Participate in the staff team's provision of individual support and needs assessment, including risk assessment, advice, emotional support and practical assistance.
- Participate in assessing and reviewing future housing and support needs, and in identifying and co-ordinating internal and external services and referrals in response to these.
- Keep appropriate and accurate records of interventions with clients, and inform other staff of relevant issues.
- Work with clients to ensure skills are in place to maintain tenancy.
- Assist in arranging appointments with relevant professionals involved in the clients support.
- To provide practical information and advice relating to issues such as budgeting, welfare benefits, employment, training, housing, health issues, etc.
- Encourage client involvement in the development and operation of the service, facilitating appropriate consultation and participation.
- Provide a non-specialist support service with regards to prompting clients (where appropriate), to take prescribed medication on a day to day basis.

- Where necessary prompt and encourage clients in relation to personal hygiene and personal appearance.
- Share responsibility for the effective use of information systems and procedures regarding clients and other records, e.g. finance and staff communications.
- To maintain a full caseload at all times and actively seek new referrals from partner agencies and other stakeholders
- To welcome clients to the service and explain its objectives
- To work in the community and office setting providing support and advice to clients.
- To ensure that clients are positively involved in their own development
- Raise awareness of P3 services with relevant external agencies and in the community.
- To promote effective client involvement in P3 activities wherever possible and appropriate.
- To ensure the effective delivery of an integrated and holistic service that responds to the needs of the clients.
- To provide verbal and written reports to the Service Manager and Head of Support and Community Services as required.
- To assist in the development of all necessary literature for the service.
- To ensure good communication between all staff members, other agencies and with clients.

TEAM WORK

- Be a member of the staff team working to provide a safe, sound and supportive environment.
- Participate, with other staff, in providing a broad range of activities and services (which take into account individual clients circumstances and preferences) aimed at enabling clients to live with reducing levels of support when appropriate.
- Deal with complaints in accordance with P3's agreed procedures.
- Ensure a high quality of service delivery meeting KPI's and quality standards

and continually striving to improve service delivery.

- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

DEVELOPMENT

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

P3
PERSON SPECIFICATION
Support Worker - Floating

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Understanding of and commitment to the importance of accessing training, learning and development opportunities • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Experience It is essential that you are able to demonstrate experience of one of the following:</p> <ul style="list-style-type: none"> • At least one years professional experience of working with vulnerable adults • At least three years experience of providing care and/or support services within another social care setting. 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	

<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the support needs of people who use our services ✓ • An understanding of the effects homelessness may have on individuals ✓ • An understanding of homelessness ✓ • An understanding of Local Authority regulation ✓ • Knowledge of issues surrounding alcohol and substance misuse ✓ • Knowledge of benefits system ✓ • Knowledge and understanding of housing provision ✓ • Knowledge and understanding of external partner agencies ✓ • Good understanding of computers ✓ 		
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative ✓ • Able to work as an integral member of a team ✓ • Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies ✓ • Must demonstrate effective interpersonal and communication skills ✓ • Must have ability to maintain accurate client records ✓ • Able to travel around the region ✓ • Must be able to respond flexibly to the needs of clients ✓ • Ability to work flexible hours ✓ • Good computer skills with the ability to record information on a database system. Skilled in using Microsoft office products such as Outlook, Word, Excel etc. ✓ 		

Qualifications		
<ul style="list-style-type: none"> • Commitment and desire to complete NVQ/QCF if not already completed 	✓	
<ul style="list-style-type: none"> • NVQ/QCF Level 2 or 3 in a social care field 		✓
<ul style="list-style-type: none"> • There must be substantial evidence of commitment to personal and career development relevant to the post. 	✓	
<ul style="list-style-type: none"> • Must hold a full and current United Kingdom Driving Licence and have access to a vehicle. 	✓	