

Job Supplementary Profile Information: Floating Support Worker

This supplementary information for Floating Support Worker is for guidance and must be used in conjunction with the Job Capsule for Job Family ...Social Care..... Job Zone3..... Level1.....

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

(one or two sentences that describe what this job is about)

- To enable people to live as independently as possible across all tenures with any risk, either to themselves or others, minimised through assessment, management and support.

Customers need include

- general tenancy sustainment
- debt management
- mental health issues
- substance misuse issues
- moderate learning disabilities
- personality disorder
- poorly managed health problems resulting in frequent admissions to hospital
- chaotic lifestyles, including those displaying anti-social behaviour
- hoarding
- issues relating to the family which may include domestic violence, wellbeing and safeguarding of children

Example outcomes or objectives that this role will deliver:

(Approx. six to eight key statements)

- To promote health and wellbeing.
- To work with residents in addressing any outstanding support issues where appropriate and sustain tenancies
- To provide specialist welfare benefit and debt management advice

- To promote engagement with substance misuse services where appropriate
- To maximise income and promote economic wellbeing around employment/training
- To engage customer with Mental Health services where appropriate

People Management Responsibilities:

(Number of reports, nature of management responsibility)

- None

Relationships;

(Nature of relationships and partnerships e.g. internal, external, and level)

- To work in partnership with other professionals e.g. health, social care, to ensure service users receive a holistic approach to addressing their support needs

Work Environment:

(Describe the work environment e.g. office based, outdoors etc.)

- The majority of your working time is spent in the community managing your caseload

Technical Knowledge and Experience:

(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)

- To have an excellent understanding of what issues a vulnerable adult would have in achieving independence and managing a tenancy.
- Knowledge of housing options and the solutions available to meet housing needs.
- Take a lead to enable vulnerable adults with complex needs to develop the skills to live independently in the community.
- Experience of Resettlement of vulnerable households

Camden Core Behaviours – identify the level relevant to role for the 5 Camden core behaviours:

(Refer to Camden Behaviour framework)

Adaptability level 2

Customer service level 2

Working Together level 2

Driving Improvement level 2

Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:

(Refer to Camden Behaviour framework)

Building Support level 2