

Job Profile Information: Floating Support Worker

This supplementary information for *Floating Support Worker* is for guidance for Job Level 3 Zone 1

Camden Way Category 3

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:

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.

Example outcomes or objectives that this role will deliver:

- To promote health and wellbeing.
- To work with residents in sustaining tenancies
- To provide specialist welfare benefit and debt management advice and or refer to relevant services
- Issues relating to the family which may include domestic violence, wellbeing and safeguarding of children

Attending to customer needs including the following;

- General tenancy sustainment
- Debt management
- Mental health issues
- Substance misuse issues
- Moderate learning disabilities
- Poorly managed health problems resulting in frequent admissions to hospital
- Chaotic lifestyles, including those displaying anti-social behaviour
- Hoarding

People Management Responsibilities:

N/A

Relationships;

- 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:

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

Technical Knowledge and Experience:

- 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 Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)