

## **JOB DESCRIPTION**

<b>Job Title:</b>	Housing Project Worker (Floating Support)
<b>Position Reports to:</b>	Team Manager
<b>Scale:</b>	Pay scale 11-16
<b>Salary:</b>	See HARP website for salary
<b>Responsible For:</b>	Dispersed Caseload

### **Purpose of the Job:**

Workers in HARP's Floating Support Service will be part of a mixed team based from HARP's integrated homelessness hub, providing a dynamic and empowering tenancy sustainment service to our clients across a range of sites across Southend on Sea.

The team provide flexible housing related support which enables service users to live independently within their own home, regardless of tenure type. The service is delivered in a manner that is respectful of service user's racial, cultural and/or religious backgrounds and respects individual dignity. The team brokers and operates as part of an overall network of support for service users, in doing so the team work closely with other professionals.

Working within HARP's policy and procedural framework, FS workers will receive cases via HARP's pathway manager and will ensure that assessed needs are picked up and addressed effectively. High quality and comprehensive support and safety plans (risk assessments) will be drafted and reviewed by FS workers and & in conjunction with the initial keyworker or Rough Sleeper Navigator the FS worker will pick up, take over and coordinate support interventions.

All work undertaken will be in line with planned support, making sure that clients are actively involved and that the support offered is full and holistic. The aim of the service is to provide quick and responsive interventions that prevent tenancy breakdown, improves quality of life and promotes recovery & independence. FS workers will carry a flexible caseload of up to 30 clients of varying needs with a focus on tenancy sustainment, homelessness prevention and move on.

## **MAIN RESPONSIBILITIES:**

### **Risk Assessment and Management:**

To produce comprehensive and high-quality risk assessment and risk management plans on an ongoing basis for clients.

Minimise risks to clients by identifying, reporting and following up any safeguarding concerns.

Provide a comprehensive handover of risks to other professionals who may be involved with cases.

### **Case Review:**

Arranging and carrying out formal case reviews, making sure that they are client led and should predominately take place in the community.

Complete full new needs assessments following case reviews including distance travelled points for each need, highlighting support actions to take forward.

Carry a changing caseload of up to thirty cases.

### **Action Planning:**

In partnership with the client and any significant others involved in their support, translate assessed need into action plans that are SMART and give scope for progression.

### **Housing Management:**

Provide intensive housing management to residents.

Ensure that all health & safety checks within our buildings are carried out in accordance with HARP policies and procedures.

Enable residents to retain their accommodation, prevent evictions and assist residents that are ready to move on.

Ensure timely housing benefit claims are made and service charge is collected and recorded correctly.

Make sure that clients understand tenancy issues, rights and responsibilities.

Ensure HARP properties, whether owned or leased, and the surrounding environment is safe and secure; conducive for effective client engagement and support and also supports cohesive neighbour and community relations.

**Information Management:**

Ensure that all recording processes are followed with regards to the referral process.

In line with HARP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the In-form database.

To contribute to effective service delivery and evaluation by ensuring all relevant files and recording systems are up to date and that key performance information is correctly recorded.

**Partnership Working:**

To work in partnership with other internal HARP Depts and external community agencies in order that client needs are assessed and can be met.

Take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally. Internally these depts should include HR, Housing & Finance.

**Social Inclusion:**

Support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community.

Promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.

Take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

**Client use of time:**

Work with clients to identify activities that they would like to take part in to prepare them for independence and move on & include in needs assessment and action plans.

Ensure clients are assisted to access such activities internally/ externally.



Take part in running activities or small groups in response to identified client needs or as part of a project wide programme of group work.

Support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements.

**Health and Safety:**

To be aware of the roles and responsibilities and work in accordance of HARP's H&S Policy and the law around H&S at work.

Take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

**Teamwork / Personal Development / Office Duties:**

To participate fully in rotas covering duty sessions and required service activities.

To be flexible, to share skills and knowledge and support colleagues. Participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.

Take personal responsibility for own ongoing development and learning.

Champion internal comms across HARP at all levels including a spirit of inter and intra-team working and wider cooperation.

Develop and maintain good professional working relationships with all agencies that work in partnership with HARP.

Undertake any other reasonable duties as required and commensurate with the grade of post.

## **PERSON SPECIFICATION**

### **Qualities, Knowledge, Skills & Experience:**

- A demonstrable level of experience and understanding of the range of approaches appropriate to working with some or all of the needs listed:

Mental and/or Physical ill health  
History of Rough Sleeping  
Challenging or Antisocial behaviour  
Current drug and/or alcohol use

- A good and current understanding of safeguarding issues and the ability to undertake comprehensive risk assessments.
- A proven ability to manage high volumes of written work, keeping to timescales and maintaining quality.
- The ability to work within a strength and recovery-based model and engage and motivate people to move towards an appropriate level of independence and inclusion.
- The ability to work in a self-directed manner without close daily direction.
- The ability to use a computer to input data accurately, to communicate effectively through emails and to produce good quality minutes of meetings, client notes, letters and reports.
- A level of numeracy sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and understanding rent arrears.
- A willingness and ability to work a duty rota covering evenings, weekends & bank holidays.