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**ROLE PROFILE**

**JOB TITLE: FLOATING SUPPORT WORKER**

**LOCATION: GLASGOW**

**CONTRACT TYPE: PERMANENT**

**REPORTING TO: PROJECT MANAGER**

**HOURS PER WEEK: 35**

**SALARY SCALE: £20,884 - £21,967**

**PURPOSE OF THE JOB**

Reporting to the Project Manager, you will provide a day-to-day support service to service users who live nearby in the community. You will provide a quality service compatible to the assessed needs of each individual.

**MAIN DUTIES AND RESPONSIBILITIES**

1. To provide individual support to designated service users. This will involve assistance of both an advisory and a practical nature to enable them to acquire the skills necessary to sustain independent living.
2. To provide key work and ensure that individual support plans are developed and implemented.
3. To provide assistance with the service users’ general financial management, including the registering of all benefit applications both personal and housing related
4. To provide a flexible response to the individual needs of service users, which will require the working of anti-social hours.
5. To maintain appropriate recording procedures for the delivery and monitoring of the support service to service users.
6. To regularly consult with service users on possible developments and/or changes in service delivery and devise and operate systems and structures which both promote models of good practice and encourage service user comment.
7. To ensure that all service users are aware of their rights and responsibilities and are informed of the Association’s formal complaints procedure.
8. To ensure minimum standards of health, safety and hygiene are both established and maintained within the flats and communal areas, and undertake regular inspections.
9. To liaise with any other professionals and agencies involved in the provision of the support function to service users, and ensure appropriate engagement.
10. To ensure social isolation is addressed and support Service User to build appropriate social networks.
11. To act as a conduit between the Landlord and the occupants of the flat. This might also involve some basic mediation work between the occupant and other neighbours.
12. To support Service Users to ensure that the flat security is effectively managed.
13. To participate in staff supervision and performance management processes, meeting on a planned basis as required with the supervisor.
14. To participate in an on call rota providing emergency contact and crisis intervention to service users.
15. To attend team meetings as directed by the Project Manager.
16. To attend training courses as directed by the Project Manager.
17. To undertake any other reasonable duties as delegated by the Project Manager.

**PERSON SPECIFICATION – FLOATING SUPPORT WORKER**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
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| Qualifications / Education |  | SVQ in Social/Community Work or Nursing |
|  |  |  |
| Knowledge | Issues experienced by homeless people Drug and alcohol awareness | Local area networking |
|  | Homelessness and its effects | Homelessness legislation |
|  | Levels of vulnerability of client group |  |
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| Experience | Team working |  |
|  | Working with vulnerable people |  |
|  | Working with addiction issues |  |
|  | Working with challenging behaviour |  |
|  | Key working |  |
|  |  |  |
| Skills / Abilities | Effective written and verbal communication | Planning/organising work loads |
|  | Appropriate assertiveness |  |
|  | Ability to work under pressure |  |
|  | Ability to develop and sustain positive and appropriate relationships |  |
|  | Ability to motivate people using group work process |  |
|  | Computer literacy |  |
|  |  |  |
| Personal Qualities | Personal values consistent with social care |  |
|  | Appropriate deportment / appearance |  |
|  | Flexible, adaptable and reliable |  |
|  | Friendly, calm and personable |  |
|  | Patient, resilient and tolerant |  |
|  | Excellent attendance record |  |
|  | Sense of humour |  |
|  |  |  |
| Personal Circumstances | Ability to work flexible shift patterns | Valid driving licence and have access to own transport |

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**TERMS AND CONDITIONS SUMMARY FOR CANDIDATES**

The following terms and conditions are typically offered to Association staff on fixed term and permanent contracts and are set out here for your information only. Terms and conditions may vary according to circumstances and this summary does not form part of any subsequent employment contract.

**Probationary period** 6 months with a review at 3 months.

**Annual leave** 20 days’ annual leave plus 10 public holidays per annum (pro rata for part time staff and those working less than a year)

**Pension** Contributory pension scheme. The Association contributes 3% of gross basic salary and the staff member contributes 5%.

**Life assurance** 3 times basic annual salary payable on death in service.

**Sick pay** Nil pay (other than statutory) for the first 3 months. It then increases to 5 weeks’ full pay and 5 weeks’ half pay between 3 months’ and 1 years’ service; 10 weeks’ full pay and 10 weeks’ half pay between 1 and 3 years’ service; and 26 weeks’ full pay for more than 3 years’ service.

**Employee assistance** Free access to a counselling helpline, as well as face-to-face/online counselling or cognitive behavioural therapy sessions.