**JOB DESCRIPTION**

# Job Title: Pathways Home Service - Floating Support Worker

**Responsible to:** Supported AccommodationManager

# Place of Work: Across the whole of the Chichester District

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| **Hours:** | 37 hrs hours per week – hours include some early mornings and weekends on Rota |
| **Pension:** | All eligible staff will be auto enrolled into a stakeholder pension scheme. |
| **Contract:** | Permanent |
| **Annual Leave:** | 33 days (including bank holidays). |
| **Probation Period:** | 6 months’ probation - 3 months interim / full induction |

**Purpose of Job Role:**

Pathways Home is a new and exciting service which is aimed at preventing homelessness and supporting those in our community who are vulnerable and at risk. Stonepillow is looking to recruit an applicant with experience of supporting people with varying degrees of support needs. You will be working closely with Chichester District Council Housing Options Team, and the Supported Accommodation Team within Stonepillow.

This role involves visiting clients in their own homes or at community locations within the Chichester District area covering from Petworth to Selsey. You will be responsible for coordinating interventions to ensure that the right support is provided at the right time or signposting on issues like housing options, tenancy issues (e.g. disrepair or dampness), housing benefits and welfare support, debt, signposting, setting up utilities, linking into community services or employment.

You will develop a person centered and coproduced support plan, managing a case load of up to 25 clients, and you will act as a support worker to help them sustain their accommodation and move forward with their independence.

Due to the nature of the work and the working environment the post-holder will often be lone working and will not readily have support and/or supervision available. The post-holder will therefore need to be able to respond immediately to crisis situations or instances of challenging behaviour whilst in the community by assessing the situation as it arises and the consequent level of risk to the service user and others.

Additionally, the role will include working with a variety of client groups from single people, families, and single parent families. The contract will start as of 1st April 2021. There will be a full induction to the organisation, and the role needs.

**Main duties & responsibilities**

1. Lead on providing a floating support service to clients within their own accommodation or within the community, using a person-centered model and Trauma-Informed Care approach, work directly with those in our community in a positive, persistent, proactive and assertive way to secure meaningful engagement to bring about sustained outcomes for them, in order to support people to sustain their accommodation and build their confidence and self-esteem to be able to move forward with their life.
2. Assist clients in a friendly and compassionate manner understanding their individual needs and ensuring we deliver functional services to them.
3. Take a proactive approach towards compassion and case management, working with the identified cohort and other agencies to design & deliver effective interventions that create sustained pathways to prevent homelessness and increase engagement with community services.
4. To lead, co-ordinate and manage a caseload of 25 open cases at any given time with an even split of low, medium and high support needs. The role will focus on:

* To accept referrals using the ‘Trusted Assessor’ approach linked with Chichester District Housing Team.
* Producing an individual holistic assessment incorporating the views of the client and partners, including risk information, triggers and actions to be taken to minimize the potential impact of risk for the client and staff supporting the client.
* Produce an individual tailored support, action and personalised support plans with the client and partners that addresses the areas of identified need.
* To work with clients and colleagues to create a Psychologically Informed Environment (PIE) that promotes health and wellbeing.
* Ensure that the voice of the client is heard in all aspects of the case management process and is articulated to all partners involved.
* Set up and regularly maintain detailed case files with properly documented correspondence and evidence of decision-making processes and statutory safeguarding actions.
* Lead and facilitate case reviews quarterly with client and all professionals linked to their support.
* To work in a flexible manner and tailor the service according to the agreed identified needs of the individuals in the cohort to achieve positive and sustainable success.
* To undertake the role of advocate where appropriate.

1. Develop and maintain effective working relationships with our partner organisations, external agencies and relevant voluntary & statutory agencies and individuals over a wide range of issues affecting our clients. In particular, establish and maintain a close working relationship with our stakeholder, Chichester District Council.
2. To promote the client’s independence and meaningful community presence. Including exploring their employment, education and training goals.
3. To support the client in managing their own finances and budgeting.
4. To support and signpost the client in accessing worthwhile community resources and support services specialised in a particular area.
5. To ensure evidence-based practice is adhered to by monitoring and evaluating the support given in the project and service, including:

* Maintaining individual, up to date and accurate client data by inputting information onto Stonepillow’s ‘In-Form’ database system.
* Produce reports on service outcomes and provision for funders and in-house reviews.
* Collate and report on quantitative and qualitative data in line with MHCLG, Stonepillow and Chichester District Council needs.
* Risk assessments and goal setting within a strength-based model.

1. To keep well informed of changes and developments in relevant housing, homelessness legislation and benefits. To be engaged in professional development and personal development in the area of Housing and Homelessness.
2. To encourage clients to engage with external groups running in community services.

**Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow policies and procedures and regulatory requirements at all times and in particular:
  + Health and Safety
  + Adult and Child Safeguarding, Professional Boundaries, Lone working, Duty of Care
  + Confidentiality, Information Sharing protocols and General Data Protection Regulations.
* Ensure all service policies and procedures are adhered to and well embedded into your practice.
* Play an active part in the development and implementation of organisational wide policies and procedures.

**Equality and Diversity**

* Promote and embed a proactive approach to equality and diversity – by attitude, example and approach.
* Undertake equalities impact assessments and reviews.

**General**

* Maintain personal development and career aspirations including participation in 1:1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Maintain at all times the ethos, values and behaviours of Stonepillow
* A full, clean UK or equivalent driving license are essential.

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

**Appointment to this post is subject to a satisfactory enhanced disclosure via the Disclosure & Barring Service**

February 2021