



Floating Support Officer

East Sussex Floating Support Service

Job Description

Ref: 1076

Job Summary

The postholder will work in one of eight geographically based Floating Support teams. Overall, 75.4 FTE Floating Support Officers will work within the Service. Each team is led, and line managed, by a Team Leader.

The Service provides housing related preventative support and crisis management to people who are aged 16 and over, who are vulnerable and have support needs due to, e.g., age, disadvantage, disability, substance misuse or ill health, and are experiencing one or more of the following accommodation risks:

- has no accommodation
- is losing or is at risk of losing their accommodation
- is living in temporary/emergency accommodation
- requires resettlement support
- is having trouble coping with their housing
- requires support to maintain their independence/is at risk of losing their independence due to their housing situation
- requires support to move to accommodation that better meets their needs

The Service is not available for:

- people who are street homeless
- people who are not ordinarily resident in East Sussex
- people who are aged under 18 years

Throughout the duration of support, Floating Support Officers will work collaboratively with clients using a person-centred, asset-based approach, including creating personalised support plans with clients, with goals and outcomes that are meaningful to them.

The Service provides support to clients to swiftly achieve their outcomes, with proactive signposting to wider services to enable longer term resilience and the ability to self-manage.

Whilst Floating Support Officers will primarily work in the geographical area for their team, in order to provide one cohesive Floating Support Service, the teams will collaborate and share work, knowledge and skills, and provide practical support and cover for each other.

Floating Support Officers will also deliver some groupwork/workshop sessions with clients. The Service's Groupwork Facilitators will upskill Floating Support Officers to deliver groupwork confidently and will produce a range of resources and toolkits for this work.

The role will include the ability to work with the Assistant Director, Senior Manager, Operational Service Managers and Team Leaders to deliver an empowering, innovative and client centred service to meet the aims and goals of the service, clients, commissioners, and partner organisations,

Responsible To:

- Team Leaders
- Operational Service Managers
- Senior Manager, East Sussex Floating Support Service
- Assistant Director, East Sussex Floating Support Service

Significant Working Relationships

- Clients
- BHT Sussex staff
- Third sector partners
- Statutory sector partners
- East Sussex County Council
- Local authorities

Duties / Responsibilities

Key responsibilities

1. To provide support for clients to achieve the Service outcomes – that people:
 - are adequately housed, preventing decline and the loss of independence.
 - can maintain and sustain their accommodation, avoiding homelessness.
 - are supported to identify appropriate accommodation and feel safe living in it.
 - are supported to maximise their income, and are supported to manage household bills, debts, and to keep warm and reduce energy bills.
 - maximise their quality of life.
 - can make informed decisions about their support and how the Service is delivered.
 - receive timely support that meets their needs and delivers good outcomes.

- are kept safe and free from avoidable harm.
- 2. To ensure the housing support needs of all assigned clients are fully assessed within agreed time scales.
- 3. To carry out client risk assessments, ensuring risk assessments and risk management plans are always in place and that emerging risks are identified early.
- 4. To create, maintain and update client Support Plans, within agreed time scales, working collaboratively with clients (and with other key professionals as appropriate) to identify and agree individual goals and actions to address each client's support needs and achieve outcomes.
- 5. To work with other professionals and services within Housing, Adult Social Care, Children's Services, Probation Services and local community and voluntary organisations to support the achievement of outcomes for clients.
- 6. To work with Supported Accommodation providers, housing authorities, professionals, landlords and other services to ensure a smooth transition between Supported Accommodation and independent living.
- 7. To deliver support using a range of forms of contact, including face to face, telephone, Face Time, Teams and Zoom. To provide face to face support as required, based on client need and outcomes, particularly with clients who have known mental health needs.
- 8. To deliver a responsive approach for urgent support, higher risk clients/higher risk situations and crisis situations.
- 9. To deliver an empowering and client centred approach in all aspects of service delivery, using psychologically informed frameworks and reflective practice models.
- 10. To remain persistent and avoid withdrawal of support where clients are reluctant to engage, working with Team Leaders to further personalise our approach to maximise accessibility, e.g., moving visit times/venues.
- 11. To deliver approaches aimed at maintaining engagement with clients with complex needs.
- 12. To forge and maintain strong, positive, and co-operative partnerships to best meet client need and the target outcomes of the Service.
- 13. To make referrals to other specialist services; in particular, mental health, physical health, and substance misuse services.
- 14. To support clients to explore all housing options, including the private rented sector and to provide practical support in accessing PRS accommodation.

15. To proactively work with clients to prepare them to manage a tenancy through acquiring the required knowledge and skills.
16. To support clients to access work, volunteering, and educational opportunities.
17. To consider the impact of digital exclusion on clients and to support clients to access appropriate resources/support.
18. To deliver small groupwork/workshop sessions, using the library of resources developed by the Service's Groupwork Facilitators.
19. To ensure safeguarding is a key priority for all and that all concerns are robustly managed and reported according to BHT Sussex policies and procedures.
20. To identify domestic abuse, trafficking or criminal concerns and report these to a Team Leader and in accordance with all BHT Sussex policies and procedures.
21. To attend relevant multi-agency meetings, reviews, and conferences, including MARAC, MAPPA, and safeguarding investigations.
22. To encourage and facilitate client participation in service improvements and developments.
23. To uphold and promote BHT Sussex's commitment to awareness, empathy, and a personal commitment to addressing equality and diversity issues
24. To promote the organisation's mission and values and ensure positive communications and engagement with key stakeholders

Administration and Monitoring

25. To use BHT Sussex's client case management system, InForm, to efficiently manage cases and record client and service outcomes.
26. To use the Service's manual and computerised systems consistently and to a high standard.
27. To maintain client records and reporting in line with internal procedures, including BHT Sussex's GDPR and Data Protection Policy.
28. To contribute to reports as required.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical

information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.