



## **Floating Support Officer**

### **Sustainment Service – Homes for Ukraine**

**(18-month fixed term contract with a possible extension of 12 months)**

### **Job Description**

**Ref: 1086**

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#### **Job Summary**

The team will be led by an Operational Manager and will also have access to a specialist Trauma Informed Consultant to support the work of the team.

The Service will be working with hosts who are accommodating people under the Homes for Ukraine scheme, and with guests who have come from Ukraine.

The aim of the Sustainment Service is to support guest / host arrangements and relationships to continue for at least 12 months, and longer if possible. The work will include regular contact with sponsors and guests, proactively identifying issues which may be putting the accommodation at risk and providing support aimed at preventing a breakdown in the arrangement.

Floating Support Officers (FSO's) will support guests to access wider support to access longer-term accommodation, health and community service and employment and educational opportunities to live independently when they leave the host accommodation.

The role will include the ability to work with the Director Advice and Support Services, Assistant Director, and Operational Service Manager to deliver an empowering, innovative and client centred service to meet the aims and goals of the service for guests, hosts, commissioners, and partner organisations.

#### **Responsible To:**

- Operational Service Manager
- Assistant Director, East Sussex Floating Support Service
- Director, Advice and Support Services

#### **Significant Working Relationships**

- Ukrainian Guests
- Sponsor Hosts
- Trauma Informed Consultant
- BHT Sussex staff
- Third sector partners
- Statutory sector partners
- East Sussex County Council
- Local authorities

## **Duties / Responsibilities**

### **Key Responsibilities**

1. Ensure sponsorship arrangements that are identified as being at risk are assessed effectively to understand the support required to sustain the sponsorship arrangement.
2. Carry out risk assessments, ensuring assessments and risk management plans are always in place and emerging risks are identified early.
3. Create, maintain and update Support Plans, within agreed time scales, working collaboratively with guests and hosts to identify and agree goals and actions.
4. Deliver an empowering and client centred approach, using psychologically informed and reflective practice models.
5. Deliver support using a range of forms of contact, including face to face, telephone, Face Time, Teams and Zoom.
6. Understand the impact of trauma on guests arriving in the UK and work collaboratively with guests and hosts to ensure these needs are supported.
7. Use mediation skills to support hosts and guests to prevent living arrangements breaking down and, where required, refer to external mediation.
8. Help shape expectations of hosts and guests, particularly in supporting guests for a 12-month initial period.
9. Signpost guests to English-language training.
10. Provide hosts and guests with tools to support successful living arrangements, for example adapted lodging agreements, house 'rules' etc.
11. Signpost hosts and guests to statutory services, community-based services and support networks.
12. Support the development of new resources and information for hosts and guests.
13. Identify support that will enable people to live independently in the future e.g., budgeting for life in the UK, employment support.
14. Provide time-limited follow up support to prevent and reduce risks of homelessness.
15. Support guests to identify longer term accommodation and provide realistic options, including an understanding of the local housing supply.
16. Identify guests who may require re-matching and make referrals.
17. Support the development of the service to meet the needs of hosts and guests, drawing on evidence generated by service delivery and learning from partner services.
18. Uphold and promote BHT Sussex's commitment to awareness, empathy, and a personal commitment to addressing equality and diversity issues.

19. Promote the organisation's mission and values and ensure positive communications and engagement with key stakeholders.

### **Administration and Monitoring**

1. Use our client case management system, InForm, to efficiently manage cases and record outcomes.
2. Use the Service's manual and computerised systems consistently and to a high standard.
3. Maintain client records and reporting in line with internal procedures, including BHT Sussex's GDPR and Data Protection Policy.

It is the duty and responsibility of each employee to familiarise and comply with BHT Sussex 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 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.

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.