



## Floating Support Officer

## Sustainment Service – Homes for Ukraine

## Person Specification

Ref: 1086

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This post requires that the post holder has the following skills and experience to fulfil the job description. Please address yourself to each of the points **in bold** and marked with \* in turn, and for each of these points, clearly explain how your experience, skills and knowledge meet the requirements.

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**Application forms without this completed section will not be accepted.**

### Essential Experience:

- \* **1. A proven track record of working with people in the community with housing related and associated support needs.**
- 2. Experience of devising, updating and reviewing client needs assessments and risk assessments.
- \* **3. Experience in support planning, including setting realistic and attainable goals and achieving agreed outcomes.**
- \* **4. A thorough understanding of safeguarding issues in relation to adults and children and the ability to apply these in practice.**
- \* **5. Experience of managing a client caseload and writing accurate case notes and reports using a client record system.**
- \* **6. Experience of working in partnership with a range of agencies including voluntary and statutory sector.**
- 7. Experience of Psychologically Informed and Trauma Informed Practice.

### Skills/Ability/Knowledge:

- 1. Knowledge and experience of working with people who have housing related and other associated support needs
- \* **2. A working knowledge of relevant housing and welfare benefits legislation (e.g. , Housing Benefit, Universal Credit,)**
- 3. A high degree of personal energy and drive to work with clients, the community, and stakeholders, to meet the aims and objectives of the Service.
- 4. Ability to provide creative, structured support/action planning.

5. Ability to work in the field unsupervised.
6. The ability to implement policies and procedures.
- \* 7. **A good understanding of accountability and confidentiality.**
8. Ability to plan own work, work independently, work under pressure, effectively prioritise, deal with stress, and problem solve.
9. Ability to offer an adaptable approach to urgent support work when required.
- \* 10. **Ability to participate in and positively contribute to teamwork.**

**Other Essentials:**

11. Commitment to meeting the needs of vulnerable adults.
- \* 12. **Excellent IT skills including using Microsoft Word and Outlook.**
13. The ability to implement effective administration systems.
14. Ability to effectively promote equal opportunities and anti-discriminatory practice.
15. A commitment to personal and professional development.

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A full UK Driving License and use of a car would be preferable but not essential.