



# **Floating Support Officer**

## **Co-located into Eastbourne Council**

### **East Sussex Floating Support Service**

#### **Job Description & Person Specification**

#### **Key responsibilities**

- Collaborating with clients to identify housing related support needs and ensuring clients are fully assessed within agreed timescales to achieve service targets.
- Complete comprehensive risk assessments and support plans, reviewing and updating as appropriate.
- Work with services and professionals within Housing, Health and Social Care, Probation Services, and other community programmes, referring as appropriate to other specialist services.
- Deliver support using a range of contact methods and respond to urgent support and higher risk clients/situations as appropriate.
- Forge partnerships and deliver empowering, client-centred support which encourages clients to maintain engagement with services.
- Support clients to explore all housing options, including the private sector, and provide practical support with managing a tenancy, access to work, volunteering, and educational opportunities.
- Attend training, development, and supervision meetings as required.
- Deliver small groupwork/workshop sessions using resources available by Groupwork Facilitators.
- Carry out all duties with due regard to Health and Safety and Safeguarding responsibilities, reporting any concerns in line with BHT Sussex policies and procedures.

#### **Administration and Monitoring**

- To make good and proper use of BHT Sussex's IT systems, to efficiently manage cases and record client and service outcomes on In-Form in line with internal procedures and GDPR and Data Protection Policy.
- To use the Service's manual and computerised systems consistently and to a high standard.  
To contribute to reports as required.

#### **Other Duties**

- To participate fully and effectively within the team, contributing to a culture of continuous performance development and improvement.
- To actively uphold and promote BHT Sussex Equality and Diversity Policy in all respects by delivering and encouraging the highest standards of behaviour and practice.

#### **Responsible To**

- ESFSS Team Leaders and ESFSS Management



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<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with vulnerable clients in the community with housing related and associated support needs.	<b>X</b>	
Experience of working with in partnership with other agencies statutory and/or non-statutory.	<b>X</b>	
Experience of creating support plans with clients and setting attainable goals.	<b>X</b>	
Experience of completing client assessments and risk assessments and review/update as necessary.	<b>X</b>	
Experience of managing a client caseload and writing accurate case notes and reports.	<b>X</b>	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of safeguarding issues in relation to adults and children.	<b>X</b>	
Knowledge of housing and welfare benefits legislation (Homeless Reduction Act, Housing Benefit, Universal Credit, PIP, Care Act).	<b>X</b>	
Knowledge and an understanding of risk management and Health and Safety and the ability to implement policy and procedure.		<b>X</b>
Knowledge of working in a Psychology Informed and Trauma Informed Practice.		<b>X</b>
<b>Skills/Abilities</b>	<b>Essential</b>	<b>Desirable</b>
Competent use of Microsoft software packages especially Word and Outlook.	<b>X</b>	
Ability to problem solve.		<b>X</b>
Ability to work on own initiative and under pressure.	<b>X</b>	
Ability to work as part of a team.	<b>X</b>	
Good time management skills and ability to prioritise workloads.	<b>X</b>	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
A current full UK driving license and use of a car.	<b>X</b>	



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Commitment to continuous professional development.	<b>X</b>	
Professional approach and attitude to support clients.	<b>X</b>	
Motivated to deliver excellence.	<b>X</b>	
Commitment to BHT Sussex's mission, values, aims and objectives.	<b>X</b>	

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.