**Manchester City Council**

**Role Profile**

**Floating Support Worker, Grade 5**

**Homelessness Service, Adults Directorate**

**Reports to: Supervisor/Team Leader**

**Job Family: People Care and Support Direct**

**Key Role Descriptors:**

The role holder will adopt a person-centred approach and will co-ordinate and develop plans to increase independence and raise aspirations for service users.

The role holder will carry out assessments to determine service users’ needs and provide appropriate support to ensure that outcomes are achieved within required timescales.

The role holder will work collaboratively with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified outcomes.

**Key Role Accountabilities:**

Provide intensive support for customers with complex support needs offering holistic support plans that agree individual targets and work towards the achievement of longer term solutions and aspirations.

Assist customers to identify realistic goals, by providing choice and developing actions, ensuring full commitment and agreement from all parties to ensure the achievement of identified targets.

Adopt a flexible and personalised approach when working with service users and their families to enable the development of confidence and resilience and to help service users achieve independence and control of their own lives.

Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to ensure achievement of internal and external targets.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The role holder will establish and maintain professional relationships with customers, building mutual trust, respect and understanding to ensure effective work can be undertaken with families and individuals who are, or may be at risk of becoming, homeless and who may have, or be at risk of developing, multiple needs. This work will be mostly undertaken in the customer’s accommodation as well as in various venues local to the household being supported.

The role holder will work as part of a team, sharing best practice, knowledge and experiences, to ensure the provision of flexible, high quality outreach support and engagement and contributing to the achievement of the team objectives.

The role holder will work collaboratively with a range of agencies/partners to coordinate support based on individual need, improve outcomes, promote independence and build resilience within households.

Act as a lead professional/key worker and work collaboratively with customers and agencies to assess the problems customers face and assist them to prioritise identified issues, in order to reach a stream-lined approach based on mutually agreed actions and the best outcome is achieved.

Assist customers to identify realistic high level goals, by providing choice and developing creative action plans, ensuring full commitment and agreement from all parties to ensure the achievement of identified goals.

Establish and maintain a rapport with customers and challenge the existing patterns of behaviour which may undermine positive outcomes.

Adopt an assertive, yet flexible and personalised approach when working with customers and their families to ensure they feel confident and comfortable to engage fully with services. Take a proactive and long term view when engaging with complex or hard to reach customers.

Identify, plan and deliver interventions jointly identified with the customer and household members with a focus on skills development, and behavioural change, in order to support all household members to make positive long-term changes to their lives.

Check, manage and advise on rent accounts for customers who are receiving support, advising of possible negative outcomes for non payment. Ensure affordability/personal budget plans are produced.

Participate in and support customers in the rehousing process, maximizing positive housing outcomes and ensuring stays in temporary accommodation are minimized.

Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to individual customers and across the service as a whole.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Ability to communicate equally, clearly and effectively with the widest range of individuals across all levels of society, in a way that promotes understanding and takes account of individual need. Ability to express opinions, information and key points of an argument clearly, understanding the dynamics of conflict and how to achieve mutual agreement.
* **Planning and Organising:** Ability to organise multiple tasks in the most effective way, prioritising, preparing in advance and setting realistic timescales for own self and others. Ability to visualise a plan of action needed to achieve a specific goal and to respond to risks that may have an impact on the delivery of such goals.
* **Problem Solving and Decision Making:** Ability to make effective decisions on a day-to-day basis, taking ownership of those decisions, whilst considering individual circumstances and remaining customer focussed. Ability to think logically and explain reasoning behind decisions or actions taken, demonstrating sound judgement in escalating issues where necessary. Ability and confidence to think creatively and provide innovative solutions to problems. Ability and confidence to develop, adopt and justify new approaches outside of existing parameters.
* **Engagement Skills**: Ability to empathise with and motivate others through building and maintaining effective relationships and gaining support for achieving outcomes, demonstrating the ethics of good practice including respect and tolerance of different people and perspectives. Demonstration of an understanding of the views of others and communication in a manner appropriate to the audience, both verbally and in writing. Ability to listen attentively to the views of others and respond appropriately to risks and issues arising.
* **Administrative Skills:** Good level of literacy and numeracy skills to produce letters, assessment and support plans and other documentation, with some familiarity with information technology including databases and word packages.

**Technical Requirements (Role Specific)**

Must consent to and apply for an enhanced DBS disclosure check.