



## Cumberland Council

### Post Specification

<b>Date</b>	<b>September 2023</b>
<b>Post Group Number</b>	<b>8071</b>
<b>Post Title</b>	<b>Floating Support- Housing Options</b>
<b>Job Family</b>	<b>People Care and Development</b>
<b>Job Family Role Profile</b>	<b>PCD7</b>
<b>Final Grade</b>	<b>Grade 8 (inc JWC's)</b>

To be read in conjunction with the job family role profile

<b>Service Area description</b>
Housing options Team within the Adult Social Care and Housing Directorate
<b>Purpose of this post</b>
Deliver floating support to individuals who have experienced homelessness and now need help to set up and sustain their tenancy across Allerdale and Copeland localities.
In order to meet the duties of the post the job holder must have the ability to travel independently across the Copeland and Allerdale boroughs
<b>Key job specific accountabilities</b>
<ol style="list-style-type: none"><li>1. To work with colleagues in the Housing Options team's in Allerdale and Copeland to identify individuals who could benefit from floating support to set up and sustain their new tenancy, using a referral system to prioritise cases when necessary.</li><li>2. Supporting individuals to access the correct benefits, providing advice and assistance on budgeting, developing life skills, accessing training and employment, improving health and wellbeing and accessing services.</li><li>3. To liaise with colleagues and appropriate agencies who may be able to provide services to assist with achieving goals as set out in the support plan.</li><li>4. To advocate on behalf of the client with colleagues and other agencies.</li><li>5. To work with the Housing Options Manager to collate data and reports relating to the Floating Support Service.</li><li>6. Where appropriate to undertake home visits to assess the needs and risks as relevant to each client and to support them to set and attain their realistic and achievable outcomes within identified timescales.</li><li>7. To monitor and record the clients progress by a process of regular review.</li><li>8. To ensure that clients develop the skills needed to attain, maintain and sustain stable tenancies.</li></ol>

9. To keep client's case notes and records up to date on the Homeless Monitoring system (Locata), maintaining confidentiality and data protection, liaising with the Housing Options Team on all matters relating to the clients progress, current needs or future needs to prevent repeat homelessness.
10. Take responsibility for your own personal development including keeping abreast of emerging legislation, regulation and the external environment
11. Undertake any other duties within the spirit of this role as required by the Housing Options Manager and Director of Operations
12. Support customers to assess and transitions in to move on, supported or independent tenancies, ensuring future tenancy is sustainable for the customer
13. To liaise effectively with customers, statutory organisations, advocates and third sector providers to arrive at a sustainable housing soon for all customers. These customers may present with complex multiple needs, for example mental health issues combined with drug or alcohol addiction.
14. Work with the Housing Options Manager to collate statistics and ensure full and accurate records of all clients, all advice and support provided. To maintain accurate written and computer records, reports and other monitoring information as required in connection with the various duties undertaken, and keep other records necessary to provide an adequate management information data base.
15. Ensure the safeguarding of Children and Vulnerable Adults, identifying and referring safeguarding cases in line with the Councils safeguarding Policies and Procedures
16. Provide appropriate 'team' cover in the absence of other staff as reasonably requested;

**Please note annual targets will be discussed during the appraisal process**

**Key facts and figures of the post**

**Budget Responsibilities**

- N/A

**Staff Management Responsibilities**

- N/A

**Other**

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**Essential Criteria - Qualifications, knowledge, experience and expertise**

- 5 GCSEs including Maths and English
- Higher level qualification in relevant subject area
- Practicable knowledge and experience of support to homeless or vulnerable clients
- Interviewing skills, including the ability to risk assess clients on presentation
- General knowledge and experience of housing knowledge and practice
- Ability to meet with clients and explain and discuss housing matters
- Ability to discuss with housing providers and other relevant agencies and organisations issues relating to housing needs and markets.
- Ability to evaluate information and make decisions
- Experience of working in a housing related environment
- Experience of working with clients with complex needs
- Handle sensitive information and maintain confidentiality
- Knowledge of the welfare benefit system
- Direct experience of working with the public
- Excellent Communication skills
- Good organisational and time management skills
- Proven ability to influence, encourage and motivate people to take action.

- Hold a valid full uk driving licence

### Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
  - DBS Standard

### Job working circumstances

<b>Emotional Demands</b>	Working with customers with low to medium complex needs
<b>Physical Demands</b>	N/A
<b>Working Conditions</b>	Supporting those in the community who have been housed through the Council's Housing Options Service.

### Other Factors

- Lone Working
- Sometime the services are delivered in peoples homes