

Job Description: Reach Floating Support Adviser, Bath (2.5 days)

<p>REPORTS TO: Reach Service Manager/ (Clean Slate Director)</p>	<p>LOCATION: Bath & North East Somerset</p>
<p>1. COMPANY VISION</p> <p>One day there will be a level playing field for all people willing and able to do a day’s work. People who are currently excluded from the labour market will be able to put their past behind them and advance their lives.</p> <p>REACH AIMS</p> <p>To deliver generic floating support to service users experiencing difficulties securing and sustaining their homes and living independently within the community. It includes a significant emphasis on benefit claims (including Universal Credit), budgeting and money/debt management, digital inclusion, liaison with landlords, and partnership working with the local authority and a range of organisations as relevant to each client.</p>	
<p>2. MAIN PURPOSE OF ROLE</p> <ol style="list-style-type: none"> 1. To provide housing advice, especially where benefits or employment problems are undermining housing security or vice versa 2. To promote living independently and the ethos of self-help 3. To meet the particular needs of service users, which includes issues around financial wellbeing and capability, and digital access and skills 4. Provide advocacy and liaise with landlords and other stakeholders 5. Promote employment as a realistic and beneficial option, and refer clients to Clean Slate’s core employability service 6. To be an integral part of the Clean Slate and Reach teams, working towards the Company Vision and Reach aims 	
<p>3. KEY RESPONSIBILITIES</p> <p>Key duties and responsibilities</p> <ol style="list-style-type: none"> 7. To accept referrals to the service from the Service Manager 8. To offer floating support to service users who are homeless, in temporary accommodation, in unsatisfactory accommodation or at risk of losing their homes. To provide support to enable them to gain and sustain independence within the community. 9. To support service users to maximise their income including through applying for relevant welfare benefits (including Universal Credit), budgeting and money/debt management, and by referral to employability support services where unemployment may put the individual’s housing at risk. 10. To complete a needs assessment and risk assessment with individual service users in line with the Reach service operations procedure. 11. To complete a support plan with individual service users and provide the necessary support as identified in the plan. Assist and encourage service users to make their own decisions and choices, where appropriate. 12. In line with the service operational procedures, conduct reviews of support plans with service users. 13. To maintain records in line with the service operational procedures. 14. To ensure that service users have access to specialist support, where appropriate, and to provide support to 	

enable them to access and engage with specialist services.

15. To implement working protocols with relevant agencies that will allow information sharing and joint working to benefit the service user.
16. To liaise with relevant agencies and, with the agreement of the service user, act as an advocate with those agencies on the service users' behalf.
17. To provide monitoring information as required by the service.
18. To develop and sustain professional relationships with service users and appropriate external agencies.
19. Positively promote the service to external agencies and relevant statutory bodies.
20. Stay abreast of developments in best practice, legislative and other changes, and integrate them into day-to-day work and the development of strategies and plans.
21. To take responsibility with the Service Manager to ensure that latest developments in best practice, legislative and other changes are shared with the wider Reach Team.

General

22. Work within the partnership operation between the Reach service (DHI) and Clean Slate, working towards their shared aims and ensuring successful cooperation between both organisations.
23. Refer any concerns or problems to the Clean Slate Director
24. At all times adhere to Clean Slate policies and procedures, (and alert the Director to any gaps or conflicts that may undermine the partnership), with specific reference to:
 - Confidentiality
 - Data Protection
 - Equal Opportunities and Diversity
 - Health and Safety
 - Quality Assurance
 - Safeguarding
 - Lone Working
 - At all times adhere to contract requirements, relevant legislation, good practice.
25. To perform as part of the Reach service, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
26. To participate in regular supervision and support.
27. Maintain records to enable Clean Slate to complete returns required by partners
28. Maintain good relations with customers and colleagues
29. Attend Clean Slate training and company meetings when required
30. Any other duties commensurate with this post

2. Experience and Qualifications

Experience of working with people who are socially excluded and/or in housing need	Desirable
An understanding of homelessness issues	Desirable
Ability to provide effective advice and guidance	Essential
Knowledge of benefits/ welfare system	Desirable
Experience and knowledge of floating support services	Desirable
Experience of empowering service users and promoting independence	Desirable
Experience of multi-agency working	Desirable
Knowledge of triage assessment and brief intervention working	Desirable
Knowledge of health & safety legislation and regulations	Desirable
Excellent IT literacy in word, excel and databases	Essential
Excellent communication skills – written and verbal	Essential
A flexible approach to working hours in alignment with the Working Time Regulations	Essential
Commitment to Equal Opportunities	Essential
Access to own transport and full driving licence	Desirable/ Essential
Experience of working with people from different backgrounds and cultures	Desirable
Experience of working with challenging people	Desirable
Ability to work on own initiative and within a team	Essential
Reliable and committed	Essential
Willingness to learn	Essential
A professional qualification in housing or relevant degree	Desirable