



Job Description – Northgate House/Floating Support

Job Title	Housing Support Mentor – Supporting People
Department	Pembrokeshire Supporting People Team & Floating Support
Base Location	Haverfordwest (Northgate House)
Hours of Working	22.5 hours per week over 7 days
Salary Banding	£17,246 per annum pro rata (£10,347.60)

Accountable To	Director of Recovery Services
Reports To	Team Leader
Line Management Responsibility	None

Job Purpose:

To provide a housing related/floating support service for individuals experiencing substance use issues. Providing supports that enables service users to live independently and feel safe and secure with the long-term aim of them living substance free and independently in their own homes. Working with service users in areas such as employment, training and education, debt management and daily living skills to promote wellbeing and a healthy lifestyle.

Main Duties and Responsibilities:

Client work

- Working with service users in a proactive time and task specific manner on a variety of issues to impact positively on issues relating to housing, employment, training and education, offending behaviour and social isolation.
- To provide a variety of supports to service users identified as appropriate using an integrative person-centred approach consistent with the functional model and methods used by CAIS.
- To establish a positive relationship with service user to ensure successful support to address their housing needs.
- To assess service users for suitability taking into account risk and establish support plans based on established CAIS assessment procedures.

- To provide a service to the service user group that complements and enhances the service provision of the local housing providers and specialist substance misuse agencies in the context of the supporting people initiative.
- To enable service users to administer their financial affairs as appropriate, working within FCA guidelines.
- To participate in the provision of an on call service.

Administration

- To maintain regular contact with CAIS, in particular the line manager and team.
- To ensure electronic dairy system is comply with including health and safety, working alone in the community policy.
- To maintain up to date case management and review records as required, alongside the case management policy.
- To maintain appropriate records and receipts in respect of petty cash transactions.
- To work in a proactive and positive way with all stake holders for the best outcome for service users and complete onward referrals as and when required.
- Prepare service reports that inform purchasers of the work provided.
- To attend meeting as and when required, both internal and external.
- To adhere to undertake visits in accordance with CAIS policies, paying particular regard to the "Working Alone in the Community" policy and the People Safe devices.

General:

- To provide housing related support to service users in supported accommodation and in the community
- Liaise with team leader on a regular basis to ensure good lines of communication
- Attend regular team meetings
- Participating in and contributing to own appraisal and supervision sessions.
- Maintaining a high standard of performance by working within the organisation's policies and procedures.
- Assisting in promoting the aims and operational policy of CAIS.
- Seeking to improve own performance and contribution.
- Keeping up to date on developments in subjects relevant to own tasks.

- Seeking to improve own knowledge and skills.
- Contributing to the development and implementation of CAIS's policies and procedures.
- Carrying out other relevant work as required by the organisation.
- Contributing to an ongoing system of service evaluation.
- Being aware of CAIS's Equality & Diversity Policy and complying with it, and also staff-related policies.
- Being aware of CAIS's and the Local Authority's policies and procedures covering the Abuse of Vulnerable Adults and complying with them.
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Professional:

- To participate in the CAIS continuous learning , development and appraisal process
- To demonstrate and work within Cais values and ethos
- To maintain professional accreditation as appropriate to role
- To attend training provided, organised or arranged by CAIS
- To operate within and observe CAIS policies and procedures as amended and updated
- Confidentiality: All information relating to CAIS and its service users is confidential and should not be discussed or disclosed without the prior consent of a senior manager.

This Job Description provides a framework in which duties may be carried out, however it may be necessary to make alterations and adjustments from time to time to meet the needs of the service.

Person Specification for Tenancy Support Officer Floating Support and Northgate House

	<u>Essential</u>	<u>Desirable</u>	<u>Method of Assessment</u>
Qualifications:	Qualified/willing to work towards NVQ 3 in Health and social care or hold equivalent qualifications.	Ability to communicate fluently in both English and Welsh languages	Certificate
Experience:	<p>Experience of working with vulnerable client groups</p> <p>Experience of working in community based services</p> <p>Experience of working with people with housing difficulties</p> <p>Experience of partnership working</p> <p>Experience of different treatment models to support the service user</p>		Application form Interview
Skills:	<p>Good communication skills</p> <p>Full driving license and access to a vehicle</p>		Application Form Interview
Knowledge:	<p>Knowledge of Housing, offending and employment issues</p> <p>Knowledge of substance misuse issues</p> <p>Good local knowledge</p>	Working with families	Application Form Interview
Personal Qualities:	Ability to work as part of a team whilst also being able to work alone using own initiative		Application form Interview
Other Relevant Requirements:	A flexible approach to ensure service users have appropriate access to support when needed		Application form Interview