# JOB DESCRIPTION

**POST:** FLOATING SUPPORT WORKER – FAMILY SERVICES  
**SALARY:** £16,230 per annum  
**HOURS:** 35 Hours per Week to meet the needs of the service.  
**RESPONSIBLE TO:** Project Group Manager  
**RESPONSIBLE FOR:** Day to day running and development of the Floating Support service.

**Benefits:**  
Successful applicants will enjoy a first class benefits package, including 25 days annual leave plus 10 statutory holidays, contributory pension scheme and income protection insurance.

**DEPAUL**  
All the charities which form the Depaul Group continue to work in the spirit of St Vincent de Paul in a practical and non-judgmental way, a 'Vincentian' way, with their focus on responding to need through action and innovation. Our staff and volunteers are drawn from all walks of life - people of any faith or none - and we work with those who are on the margins of society, again people of any faith or none, from the young to the elderly. All the charities within the Depaul Group work in a way which acknowledges diversity and equality of opportunity for all.

**Purpose of the post**  
To assist in the provision of a comprehensive housing related floating support service to families in need of housing related support, referred to the service by agreed referral agents.
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Duties

1. To offer advice and practical support across a range of issues including Housing, Health, Home Safety, Addictions, Child Protection, Budgeting, Personal Safety, Life Skills, Education, Employment, Community Involvement, Benefits and any other housing related support areas identified.

2. To assist service users to sustain current tenancies and to support those families moving on from homeless/temporary accommodation into permanent housing.

3. To ensure all aspects of service delivery comply with Depaul’ Standards Framework and Supporting People’s Quality Assessment Framework.

3. In conjunction with referred families, assess identified support and safety and wellbeing needs to develop appropriate targeted support plans to assist them in achieving their goals.

4. To regularly review and update individual client files and Support Plans, accurately recording and monitoring outcomes with each family.

5. To keep accurate, up to date records including statistical information as required.

6. To work within the organisations guidelines, policies, procedures, particularly those relating to Health and Safety, Lone Working, Code of Conduct and Confidentiality.

7. To develop respectful supportive relationships with relevant statutory, voluntary, support & referral agencies.

8. At all times to carry out the role in a professional manner, working within the aims, values and ethos of Depaul.

Workers are expected to comply with Depaul’s Child Protection policies and procedures and to immediately report any child protection concerns to a Depaul designated child protection officer or line manager.
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Client Services Tasks

1. Assist families in sustaining and maintaining their tenancies and to ensure their accommodation is of an adequate standard.
2. Provide information on basic home security and the reporting of maintenance issues.
3. Provide Health and Safety advice.
4. Provide budgeting, benefit and financial advice.
5. Advocacy, liaising and signposting with/to external advice agencies.
6. Assistance in accessing employment, training and voluntary work opportunities
7. Provide information on local facilities and community / support groups.
8. To support families to maintain good neighbour and community relationships.
9. To approach clients at all times with dignity and respect and ensure that they are provided with choices in service provision.

GENERAL RESPONSIBILITIES

1. In conjunction with your Line Manager continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner to meet the strategic aims and objectives of the Depaul and their funders.
2. To participate in internal/external meetings, training events, conferences and other functions as required.
3. To participate in supervisions, annual appraisals and self-development training programmes in-line with organisational reaching potential programme.
4. To work and communicate effectively as a part of a team
5. Undertake any other duties as required by Management, which are commensurate with the role.