

**Job Description**

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| **Job Title** | **Tenancy Support Officer – Floating Support**  **(currently funded to 1st September 2018)** |
| **Department** | **Pembrokeshire Supporting People Team & Floating Support** |
| **Base Location** | **Haverfordwest, Northgate House** |
| **Hours of Working** | **30 hrs per week over 7 days** |
| **Salary Banding** | **£16,906 per annum pro rata (£13,524.80) (includes 1% uplift effective 1st October 2017)** |

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| **Accountable To** | **Director of Community Services** |
| **Reports To** | **Team Leader** |
| **Line Management Responsibility** | **None** |

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| **Job Purpose:**  To provide a housing related/floating support service for individuals experiencing substance use issues. Providing supports that enable service users to live independently and feel safe and secure within their homes. Working with service users in areas such as employment, training and education, debt management and daily living skills. |

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| **Main Duties and Responsibilities:**  ***Client work***   * Working with service users in a time and task specific manner on a variety of issues in order 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 humanistic approach consistent with the functional model and methods used by CAIS. * To establish, maintain and disengage from relationships with the service user group. * To assess service users for suitability taking into account risk to service users and workers, 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. * To complete weekly tracker forms in order to provide detailed information of organised visits so as to comply with health and safety and working alone in the community policy. * To maintain up to date records of work, case notes, monthly activity records and other such pro forma as directed by CAIS. * To maintain appropriate records and receipts in respect of petty cash transactions. * To ensure an approach consistent with specific processes when making referrals to other services and agencies. * Prepare service reports that inform purchasers of the work provided. * To attend informal and formal review meetings as identified and agreed with senior practitioner and attend CAIS meetings as appropriate * To undertake visits in accordance with CAIS policies, paying particular regard to the “Working Alone in the Community” policy * To participate in a check in and check out procedure as part of the “Working Alone in the Community” procedures |
| **General:**   * To offer relief cover to Northgate House project and other projects as required covering staff sickness and annual leave * 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. |
| **Professional:**   * To participate in the CAIS continuous learning , development and appraisal process * 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**

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|  | **Essential** | **Desirable** | **Method of Asessment** |
| **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 |  |
| **Experience:** | Experience of working with vulnerable client groups  Experience of working in community based services |  |  |
| **Skills:** | Good communication skills  Full driving licence and access to a vehicle |  |  |
| **Knowledge:** | Knowledge of Housing, offending and employment issues  Knowledge of substance misuse issues |  |  |
| **Personal Qualities:** | Ability to work as part of a team whilst also being able to work alone using own initiative |  |  |
| **Other Relevant**  **Requirements:** | A flexible approach to ensure service users have appropriate access to support when needed |  |  |

**Prepared By: …………………………………….. Date:**

**Reviewed By: ……………………………………. Date:**

**Agreed By: ………………………………………. Date:**