

## **JOB DESCRIPTION**

**Job Title:** Floating Support Worker (Level 2)

**Project and Location:** BCM's Housing Support for Young People,  
Coalisland Road Dungannon

**Main Purpose of Job:** To support and enable Service Users to attain, maintain and sustain their own tenancies.

**Relationships:**  
Responsible to: Service Manager  
Reports to: Project Manager

### **MAIN TASKS**

#### **Direct Support Work with Service Users**

- To carry a case load of service users aged 16 – 25 years, living in the community.
- To be available to work at times appropriate to the changing needs of the Service User and for the efficient use of staff resources.
- Visit Service Users in their home or place of residence as appropriate.
- To assess the needs and risks as relevant to each Service User and to support them to set and attain realistic and achievable targets.
- To assist service users with form filling, money management and personal administration.
- To provide practical support to service users assisting as appropriate with cooking, cleaning, decorating and other duties necessary to maintain a home.
- To monitor and record the Service User's progress by a process of regular review.
- To ensure that Service Users develop the skills needed to attain, maintain and sustain stable tenancies.
- To assist in the facilitation of Service User Workshops and consultation groups.

#### **Communication**

- To work as a member of the Team and contribute to its overall effectiveness.
- To promote develop and maintain good public relations and the service.
- To maintain telephone communication as detailed in the lone working guidance.
- To establish and maintain effective communication with relevant social work teams, Northern Ireland Housing Executive staff and other support agency's staff in the community.

#### **Health & Safety**

- To read, understand and adhere to BCM's Staff Health and Safety handbook.
- To ensure that BCM's Health and Safety policies are read, understood and adhered to.
- To carry out, record and review assessments and risk management strategies for each service user.

### **Development of Self and/or Others**

- To undertake training and development relevant to the post and actively participate in supervisions and annual appraisals with your Line Manager.
- To contribute to the Learning of others by helping with Staff/Volunteer inductions, taking an active role in team meetings and sharing ideas and knowledge.

### **Quality**

- To maintain Confidentiality at all times in line with agency policy.
- To handle cash safely and in line with BCM systems when relevant.
- To read, understand and adhere to BCM policies and procedures at all times.
- To maintain accurate, up-to-date records in line with agency requirements.
- To prioritise own workload and manage time to ensure tasks are completed in a timely fashion.
- To maintain and meet professional registration requirements where relevant and work in line with associated codes of conduct/practice, e.g. NISCC.
- To carry out this role in a manner which ensures needs and targets are met in an efficient and cost effective way.

### **Equality & Diversity**

- To recognize the importance of People's rights and act in accordance with legislation, policies and procedures.
- To observe and adhere to BCM's Equal Opportunities Policy ensuring a neutral environment is maintained.
- To adhere to BCM's harassment policy and maintain a harmonious working environment in which bullying or harassment does not occur.

### **Promotion of BCM**

- To work alongside and support where relevant and appropriate the work and role of volunteers in BCM.
- To promote a positive and professional image of BCM at all times.
- To participate fully in BCM fundraising events.

### **Other Duties**

- To carry out any other duties as specified by the Project Manager or Service Manager.
- To ensure the requirements of NISCC registration are observed and kept up to date.

## GENERAL TERMS AND CONDITIONS

Duration:	Permanent contract
Hours:	20 hours per week. Some evening and weekend work may be required.
Salary:	BCM Scale Points 19 – 21 (£16,968 - £18,502 per annum pro-rata).
Holidays:	21 days per annum plus 12 Public Holidays.
Probation Period:	Six months.
Pension:	In line with current legislation, you will be automatically enrolled into the company pension scheme, providing you meet the relevant criteria.
Benefits:	Childcare Vouchers Cyclescheme
Mileage:	40 pence per mile.
Period of Notice:	Less than six months service = 1 week Six months service or more = 1 month
Sick Scheme:	BCM Sick Scheme 2

<b>Length of Service</b>	<b>Maximum Period of Absence</b>
Up to 12 months	SSP only
12 months plus	4 weeks full pay 4 weeks half pay SSP only

No sick pay will be paid in respect of the first 3 days of any period of sickness absence.

Access NI:	This post requires that a check must be carried out under the requirements of Access NI Enhanced Disclosure. This will involve a full criminal records check which will show spent and unspent convictions.
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If you require more details regarding the conditions of employment you will be given the opportunity at interview to discuss these and other matters.

Job description approved by Jackie Love, Service Manager	Date: 12 June 2017
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## PERSON SPECIFICATION

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Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>You will be required (if not already attained) to undertake a QCF Level 2 in Health and Social Care.</li> <li>You will be required to attain (if not already attained) registration with the Northern Ireland Social Care Council (NISCC).</li> </ul>	<ul style="list-style-type: none"> <li>QCF Level 2 in Health and Social Care (or equivalent).</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Genuine interest in working with people, particularly young people.</li> <li>Ability to approach our service users with empathy, understanding and patience.</li> </ul>	<ul style="list-style-type: none"> <li>Basic computer skills.</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Experience of working with young people in the community.</li> <li>Knowledge of issues facing young people aged 16-25 years.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of housing issues.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Ability to develop effective working relationships with young people.</li> <li>Ability to maintain accurate records relating to all aspects of your work.</li> </ul>	
<b>General</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal skills with the ability to relate to very different service users with their own individual needs.</li> <li>Good level of written and spoken English.</li> <li>Numeracy skills.</li> </ul>	
<b>Availability &amp; Accessibility</b>	<ul style="list-style-type: none"> <li>Access to a car and have a full UK driver's licence.</li> <li>Ability to work flexibly, including some evenings and weekends.</li> </ul>	