

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Floating Support Worker (Level 2)</b>
<b>Project and Location:</b>	BCM's Housing Support for Young People, Coalisland Road Dungannon
<b>Main Purpose of Job:</b>	To support and enable Service Users to attain, maintain and sustain their own tenancies.
<b>Relationships:</b>	
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:	This position is for maternity cover and will terminate when the postholder returns to work from maternity leave.
Hours:	35 hours per week. Some evening and weekend work may be required.
Salary:	BCM Scale Point 19 (£16,967 per annum).
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

### **Length of Service**

Up to 12 months

12 months plus

### **Maximum Period of Absence**

SSP only

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.

## **PERSON SPECIFICATION**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<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>	