

Role Description: Secondment - Reach Floating Support Worker

REPORTS TO: Team Leader/Regional Lead	LOCATION: West of England
1. WHAT CLEAN SLATE IS HERE TO DO Our vision We want to see a world where people can provide for themselves and their family, where society addresses everyone's needs and where it does not cost more to be poor. Our mission Meaningful, measurable change so people on low incomes are better off, in the broadest sense, and more in control of their lives.	
2. MAIN PURPOSE OF ROLE <ul style="list-style-type: none">● As a secondment, deliver housing related advice and support to service users referred to the Reach Housing Advice & Support Service, who are experiencing difficulties in securing and sustaining their homes and living independently within the community.● Promote social inclusion and independence.● Work alongside people experiencing homelessness using a person-centred approach to support them in achieving their goals.● Stay true to Clean Slate's values and promote the service within the secondment/refer clients across	
Person Centred Service Delivery <ul style="list-style-type: none">● Undertake assessments and develop person centred support plans in collaboration with those requiring support. Person Centred assessments and Support Plans are tailored for and driven by the client, recognising their resources, strengths, aspirations, and needs. Assessments and plans look beyond the presenting 'problem' and support clients to progress toward goals and aspirations using all available resources (e.g. clients' support network, online help, DHI and external agencies, clubs, activities, and services).● Support people to move through the service using the support plan as a dynamic document for change and give feedback on progress.● Work in a way which enables clients and communities to access a wide range of support, so they may exit the service as early as possible and sustain positive change.● Monitor and document the progress of individual clients, maintaining accurate, up-to-date, and confidential records that provide essential data.● Identify, address, advocate, and escalate issues with clients as appropriate.● To support service users to maximise their income including through applying for relevant welfare benefits, budgeting, and money/debt management.	

- Provide a welcoming reception, offering information, advice, and guidance to support an individual to access the right service (DHI, DHI on-line or other).
- To take responsibility with the Reach Senior Support Worker and/or the Team Leader to ensure that latest developments in best practice, legislative and other changes are shared with the wider Reach Team.

People and Performance

- Participate fully in regular supervision, team meetings, appraisals and learning and development activities within Reach and Clean Slate.
- Contribute to a positive, collaborative, and person-centred culture and model Clean Slate's and DHI's values in your behaviours.

Compliance

Understand and adhere to all of Clean Salte's and DHI's policies and procedures as well as good practice guidelines, legal and regulatory requirements.

Other

- This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry out the role.
- The post holder will be expected to undertake any other duties reasonably requested by their manager and commensurate with the expectations of the role.

Skills, Knowledge, Experience, and Behaviours

The most important quality to succeed in this role will be your positive attitude, resilience, and enthusiasm for the work of Clean Slate, DHI and your team.

Essential Criteria:

It is also **essential** that you can demonstrate:

Behaviours

- Belief in and willingness to model DHI values in behaviours, as described in the Behaviour Framework (attached).

Skills and Qualifications

- Good communication skills, written and verbal.
- Experience or willingness to learn of working innovatively and effectively with people who are socially excluded and/or in housing need.
- Ability to plan, prioritise, and organise your own work and time.
- Good basic level of IT literacy (proficient in Word, sending emails and able to input data into systems following training).

Desirable Criteria:

It is **desirable** that you can demonstrate:

Experience

- Working in a service sector e.g. health, social care, welfare benefits, teaching, armed forces, criminal justice etc.
- Undertaking assessments and producing support plans within a health or social care setting.
- Understanding of the causes of homelessness and social exclusion and approaches which seek to address this.

Other

- Driving Licence with access to vehicle and willing to travel around the geographical area covered by the service.

Skills and Qualifications

- Brief solution focussed counselling, motivational interviewing or coaching skills or qualification.

All the above skills, knowledge, experience, and behaviours will be tested at application and interview.