

Floating Support Officer

Grade
G

Contract Type
Regional Worker

Head of Supported Housing



VTSS Operations Manager



Senior Floating Support Officer



Floating Support Officer

Department

Supported Housing → VTSS

Role Overview

Provide an effective customer focused tenancy support service within a geographical region of Warrington.

Delivering pro-active solutions to enable new and existing customers to sustain and maintain their tenancy.

This role is subject to an Enhanced DBS Check

RESPONSIBILITIES

- Ensure a risk-based approach to supporting customers based on their needs, devising an agreed support plan, attend property viewings and appointments, face to face community home visits, attend external meetings.
- Providing support to customers including, setting up a home, welfare benefit applications advice, low level priority debt advice, sourcing 'White Goods', support to set up utility bills and payment plans, through to referrals to other services and organizations.
- Point of contact on a daily rota for referrals from other services or self-referrals, to agree appropriate levels of support and early intervention for existing customers, particularly those with complex issues, eg hoarding tendencies, fleeing domestic violence/abuse and customers with mental health concerns.
- Assessment of need for accepted referrals, produce agreed support plan with customer and key internal / external stakeholders
- Work with statutory and voluntary agencies, ensuring the best outcomes for customers.
- Adhere to Safeguarding policy and procedure, referring customers at risk to relevant / appropriate agencies/Local Authority (LA).
- Work as part of a team, ability to manage own caseload and be flexible.
- Effectively manage risk, identify and report any issues/breaches regarding Health & Safety, actively promote a safe working environment.
- Undertake a flexible and proactive approach to establish and maintain contact with customers, due to their circumstances.
- Undertake additional duties appropriate to the role and/or grade.

Our values



Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.



Caring

We show kindness and consideration to our customers and each other.



Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Creating more places for people to thrive and be recognised as a sector leading landlord

STRENGTHS

- Strong interpersonal communication skills
- Proficient in the use of IT systems
- Problem solving skills
- Proven planning, co-ordinating and organisational skills
- Ability to be effective in a quickly changing environment

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of Housing legislation and tenancy/housing management best practice
- ✓ Good knowledge of best practice in safeguarding adults and safeguarding children
- ✓ Experience of compliance management, health, safety and risk
- ✓ Experience of dealing with complex client groups
- ✓ Good understanding of vulnerable customers' needs in a social housing context
- ✓ An understanding of landlord/tenant/support – care providers and managing agency relationships and responsibilities
- ✓ Experience of working with external stakeholders to provide tenancy support services
- ✓ GCSE Maths and English (or equivalent)

BENEFICIAL TO THE ROLE

- Full UK Driving License & use of a vehicle
- Experience of completing support plans
- Advanced understanding of legislation relevant to safeguarding, information sharing, information governance and confidentiality
- Experience of providing tenancy support services within a housing environment

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