



JOB DESCRIPTION

Job Title: Floating Support Worker

Job Summary: To support Service Users with ongoing mental health needs, providing cover across a range of services including for the:

- Group living schemes
- Warden Service
- Personal Assistant Service

Hours of Work: Minimum of 10 hours per week, for 12 months.

Leave: 33 days per annum pro rata inclusive of bank holidays, pro rata

Responsible to: Operational Manager

Duties: *duties vary depending on the setting but include:*

- To provide support to Service Users and promote the development of life skills by:
 - Assisting Service Users in the planning and preparation of meals / shopping.
 - Assisting Service Users to participate in cleaning, cooking and laundry.
 - Providing emotional support to build confidence and self-esteem.
 - Supporting Service Users to develop financial management skills.
 - Addressing social exclusion and the development of social skills by encouraging Service Users to develop social links outside their home, signposting to relevant community based services and activities.
- To encourage Service Users to adopt a healthy life style.
- To support Service Users both as individuals and as a group, encouraging the development of a friendly and mutually supportive environment.

- To ensure records / Service Users' files are accurate, up to date and kept in a secure manner.
- To ensure there is an adequate supply of food / household necessities for the smooth running of the scheme.
- To maintain records of expenditure, and ensure that expenditure is in line with guidance provided.
- To ensure properties are maintained in a good condition, both internally and externally.
- To report promptly any repairs or maintenance which may be required to the NH&S office, liaising with the Admin Team/Supported Housing Officer as appropriate.
- To report to the Line Manager any failure of the Service Users to keep to the terms of their Licence / Tenancy Agreement.
- To work as part of a team, providing cover for annual leave and sickness.
- To transport food donations and other household items between locations to facilitate the smooth running of the service.
- To attend supervision sessions, Team Meetings and other meetings as required.
- To work within the policies and procedures of Norton Housing and Support Ltd.
- To carry out any other reasonable duties, as required by the Operational Management Team or Management Committee.

Data Protection and Confidentiality:

To work within the confidentiality and data protection policies and procedures of Norton Housing and Support, in particular by;

- Ensuring confidential information is kept in a secure location and not relayed to unauthorised personnel.
- Protecting computer systems from unauthorised access – e.g. maintaining the security of passwords, not bypassing security software.
- Promptly reporting potential data breaches