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|  Stockton-on-Tees BOROUGH COUNCIL | | JOB DESCRIPTION |
| Directorate: Adults Health & Wellbeing | | Service Area: Housing |
| JOB TITLE: Floating Support Officer | | |
| GRADE: F | | |
| REPORTING TO: Team Manager | | |
| 1. | JOB SUMMARY: To provide a high quality, effective, sensitive and appropriate support service to people who have a support need and are homeless or whose accommodation maybe at risk which will enable people to maximise their potential and enable them to live as independently as possible in a safe and secure environment. | |
| 2. | MAIN RESPONSIBILITIES AND REQUIREMENTS | |
| | 1. | To provide an efficient and effective support service to enable and empower customers to maintain or set up a new tenancy e.g. staying safe in the home, maximising benefits, ensuring prioritisation for shopping and paying bills. |
| | 2. | Ensure all duties are carried out in a professional manner and in accordance with the guidelines and policies of Stockton Borough Council. |
| | 3. | To liaise with colleagues and stakeholders to signpost customers, where relevant, into specialised support services e.g. work, training, employment, mental health services, addiction services and such |
| | 4. | Assist clients in understanding and planning their support package, focussing on positive outcomes to maximise their potential |
| | 5. | Ensure all safeguarding policies are adhered to in respect of working with vulnerable adults and children |
| | 6. | To attend meetings, training course, one-to-one supervision sessions and working parties as required |
| | 7. | To support Housing Services to ensure effective communication (through a variety of mechanisms) to the public, internal colleagues and partner agencies and organisations. |
| | 8. | To participate in the development of team targets, performance indicators and service objectives. |
| | 9. | To promote change and continued forward development and improvement of all aspects of the services work. |
| | 10 | Take responsibility for the health and safety of yourself and others whilst at work and ensure the health and safety of colleagues and customers. |

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.


Job Description dated: 07/07/2020

PERSON SPECIFICATION

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|-----------------------------------|--|---------|
| Job Title/Grade | Floating Support Officer | F |
| Directorate / Service Area | Finance, Development & Business Services | Housing |
| Post Ref: | | |

| | ESSENTIAL | DESIRABLE | MEANS OF ASSESSMENT |
|--|---|---|----------------------------|
| Qualifications | <ul style="list-style-type: none"> NQF level 2 qualification | <ul style="list-style-type: none"> At least 5 GCSE's including Maths and English at grade C (or equivalent) | Application form |
| Experience | <ul style="list-style-type: none"> Experience of working within a team. Experience of working with vulnerable homeless clients. | <ul style="list-style-type: none"> Experience of giving advice and support to the public over the telephone, face to face and by letter/email. | Application / Interview |
| Knowledge & Skills | <ul style="list-style-type: none"> An understanding of issues around homelessness A working knowledge of welfare benefits particularly universal credit Ability to maintain accurate data, with good administrative, recording and reporting skills and work to deadlines. Ability to cope with crisis situations Good ICT & communication skills (written and verbal). | <ul style="list-style-type: none"> | Application / Interview |
| Specific behaviours relevant to the post | <ul style="list-style-type: none"> Demonstrate behaviours which underpin the Councils Culture Statement. The ability to contribute to shared objectives when delivering a customer focused service front line service. The post holder will be expected to demonstrate a positive attitude and enthusiasm when contributing to service delivery. To be able to demonstrate personal initiative. | <ul style="list-style-type: none"> Enthusiastic. Sensitive and responsive to an individual's needs. | Application / Interview |
| Other requirements | | | |

Person Specification dated: 07/02/2020

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|  Stockton-on-Tees BOROUGH COUNCIL | KNOWN RISKS FOR THIS ROLE |
| DIRECTORATE: Adults Health and Wellbeing | SERVICE AREA: Housing & Fairer Stockton |
| JOB TITLE: Floating Support Officer | |
| GRADE: F | |
| JOB LOCATION / BUILDING: 16 Church Road, Stockton On Tees | |
| REPORTING TO: <i>Team Leader Gateway</i> | |

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.


| Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health | | |
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| Known Risk | Yes | No |
| Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB) | | No |
| Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9 | | No |
| Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH) | | No |

| Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment. | | |
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| Known Risk | Yes | No |
| HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus. | | No |

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| <p>Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes:</p> <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) | | No |
| Known Risk | Yes | No |
| <p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p> | | No |
| Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed. | | No |
| Working at Heights - Safety Critical: Employee will be required to work at a height . | | No |
| Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage. | | No |

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| Other Known Risks | | |
| Known Risk | Yes | No |
| Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties. | | No |
| <p>Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p> | | No |
| <p>Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i></p> | | No |
| Lone Working (including Home Working): Employee will be required to work alone. | Yes | |
| <p>DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p> | Yes | |
| Any Other: Please identify any other known risks associated with this job role. | N/A | |

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: 

Date: 03/10/2023

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk