



## Job Description & Person Specification

<b>Job Title:</b>	Floating Support Project Worker x 2
<b>Salary:</b>	Pro rata salary of £25,000 (full time equivalent)
<b>Hours:</b>	<b>Post 1:</b> 21 hours / <b>Post 2:</b> 28 hours
<b>Responsible to:</b>	Floating Support Team Leader

Elders Voice is an independent charity in the heart of Kensal Green which has been working with and for older people since 1993. We provide practical and social opportunities to people ranging in age from 50 years upwards, and our services are as varied as the people who use them.

The post holder will ensure the delivery of a quality housing related support service for older people aged 55 and over across all tenures living in the London Borough of Brent.

### JOB DESCRIPTION

#### PRINCIPLE WORK TASKS

#### CLIENT INTRODUCTION INTO THE SERVICE

Be clear and concise about the service we provide; highlighting the service is short term and needs must be specific:

- Ensure relevant information is provided
- Ensure client understands the conditions of the support service

#### SUPPORT THE INDIVIDUAL

Draw up a comprehensive and individual plan of support to maximise independence:

- To agree a time limited support plan tailored to meet the need of the individual
- Ensure specific support is provided to enable/empower clients to maximise their own potential level of independence
- Provide relevant information which will enable clients to access and maintain a level of integration within the wider community
- Liaise with external/statutory services to ensure the maximum support is delivered

#### SERVICE TO THE CLIENT

Ensure a holistic joined up service to meet the individuals' identified support needs:

- Oversee delivery of service to clients that meets best practice in line with HRS service specification
- Assess clients' needs and write up and agree a plan of support
- Keep up-to-date and accurate individual client case notes
- Report complaints to manager
- Report all safeguarding concerns
- Sign post client to statutory and longer term support



## **PROVIDE SUPPORT**

Work in partnership with a range of agencies and other service providers to enable individual clients to meet their identified needs/outcomes:

- Provide a non-judgemental and confidential advisory service to clients
- Support client to sustain their tenancy
- Support client to reduce the need for more intensive support
- Support client to maintain or regain their independence
- Support client to increase safety in the home, and to encourage and promote self-reliance

## **CLIENT INVOLVEMENT**

Promote meaningful client involvement:

- Provide quality information and encourage clients to become involved
- Encourage and promote the client to take part in outside activities
- Ensure clients have equal access to information

## **ECONOMIC WELL-BEING**

Support individuals to maximise their income and manage their finances:

- Apply for benefits
- Access funds available to older people through grant applications
- Support to reduce debt
- Manage bill payments
- Ensure client is not in arrears and is maintaining regular rent /mortgage payment

## **ENJOYING AND ACHIEVING**

Support individuals to develop their support networks and to access and maintain meaningful activities:

- Provide information and encourage participation in group work, cultural, leisure and faith activities
- Support to establish contact with external services, groups friends and or family

## **BEING HEALTHY**

Support individual to access appropriate physical and mental health services and develop healthy lifestyles:

- Support client to register with GP
- Support to minimise substance misuse
- Promote safe practices via health and safety checklist
- Report all suspected safeguarding alerts
- Adhere to the Health and Safety at Work Act
- Report all incidents/accidents
- Make referral to statutory or other services for more specialist, intensive or long term support



## **STAYING SAFE**

Support individuals to develop the life skills they require to live independently:

- Provide information on how to maintain their accommodation to avoid eviction
- Promote safeguarding awareness
- Offer practical advice on keeping home safe

## **MAKING A POSITIVE CONTRIBUTION**

Involve individuals in determining the types of services they receive:

- Support to develop confidence and ability to have a greater choice and or control
- Discuss ways of how individuals can get involved
- Provide information of social activities in the local and wider community

## **PERSON SPECIFICATION**

### **MINIMUM REQUIREMENTS FOR POST HOLDER**

- Two years' experience working with vulnerable people
- Full understanding of individual person-centered support
- Some understanding of the services available for older people

### **GENERAL**

- To be willing to work flexible hours on occasion
- To undertake other duties commensurate with the post
- Recent references from two employers
- Experience in working with older people
- Understanding of team work
- Understanding of the benefits of multi-agency working

**If you have any questions regarding the job description and person specification, please contact Anita Blair, Floating Support Team Leader, on 0208 968 8170 or email [anitab@eldersvoice.org.uk](mailto:anitab@eldersvoice.org.uk).**