



Job Description: Floating Support Officer

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| Job Title: | |
| Salary: | £22,549.80 (Pro Rata) |
| Hours: | 28 hours per week |
| Days and Times: | Monday to Friday |
| Responsible to: | Project Manager |
| Main Location: | Working from Home |
| Status: | Temporary 2 years with options to review for future |
| Main Purpose of Job: | To assist vulnerable adults within Harrow with applications to Housing and Council Tax Benefits, Department of Work and Pensions Benefit applications and to advise on eligibility for the same. This may involve visiting people in their own homes. |

1.0 Service Delivery

- 1.1 Receive referrals from the Triage service and contact service users to discuss their needs.
- 1.2 Advise vulnerable adults within Harrow with applications to Housing and Council Tax Benefits, Department of Work and Pensions Benefit
- 1.3 Assist vulnerable adults within Harrow with applications to Housing and Council Tax Benefits, Department of Work and Pensions Benefit
- 1.4 Assist vulnerable adults in their home where required
- 1.5 Provide relevant signposting to local services and provider agencies
- 1.6 Work in a flexible manner, including where required, during evenings and weekends for planned activities and outreach events

2.0 Data management and reporting

- 2.1 To comply with all relevant confidentiality and data protection policies and procedures including those defined by law
- 2.2 To accurately record and enter all client contacts/ case work using the CRM database and other paper/ digital systems to keep client and organisation data up-to-date and accurate
- 2.3 To collect and record relevant information for the purposes of monitoring & evaluation, service user outcome measurement, service improvement and quality assurance management
- 2.4 To produce reports and case studies as required by the partners and other key stakeholders

3.0 Development

- 3.1 Respond to Service Users enquiries and where these can't be addressed, recording this immediately
- 3.2 Respond to enquiries from commissioners, senior officers and stakeholders within five working days
- 3.3 Building strong relationships with relevant stakeholders and partner organisations, ensuring understanding of the nature and purpose of the service and professional boundaries to avoid duplication

4.0 General

- 4.1 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 4.2 To attend staff meetings, away days and other similar staff events.
- 4.3 To ensure all activities undertaken are carried out in line with Capable Communities vision, mission and values
- 4.4 To ensure that all activities are undertaken in compliance with Capable Communities policies and procedures, including in particular our equal opportunities, confidentiality, health and safety, safeguarding, volunteering, food safety, and information governance policies
- 4.5 All staff are expected to undertake their own administration and correspondence, including use of ICT, activity recording and reporting systems

5.0 Standards

- 5.1 The post-holder will be expected to adhere to all Capable Communities policies and procedures in all aspects of their work
- 5.2 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.