

## MACS FLOATING SUPPORT SERVICE

### **JOB DETAILS**

<b>Job Title:</b>	Floating Support Worker (Youth Focus)
<b>Conditions:</b>	Full Time, Permanent (Belfast x3, Lisburn x1, Downpatrick x1 and Newry x1)
<b>Responsible to:</b>	Floating Support Team Leader
<b>Location:</b>	14-20 University Street, Belfast BT7 1FZ 99-101 Canal Street, Newry BT35 6DX 9 English Street, Downpatrick, BT30 6AB Laganview Enterprise Centre, 69 Drumbeg Drive, BT28 1QJ
<b>Hours of Employment:</b>	<b>Full Time:</b> 35 hours per week  Working Hours may include evenings, weekends and bank holidays and may change to reflect the needs of the young people.
<b>Salary:</b>	£25,545 per annum
<b>Holidays:</b>	36 days per annum, increasing by 1 day per year of service up to a max of 41 days per annum. Increase is effective from the 1st April each year, once a full year of service has been completed (all annual leave entitlements are pro rata for part time).

*This holiday entitlement is inclusive of Bank/Public Holidays and given the nature of the business, it will sometimes be necessary for you to work on Bank/Public Holidays, so you have access to use this holiday entitlement at another time. MACS also offer a double pay rate for essential shift cover in its Supported Housing Services on specific bank / public holiday dates.*

**It will be a requirement of this post to be registered with the Northern Ireland Social Care Council (NISCC).**

# JOB DESCRIPTION

## ROLE OVERVIEW

Floating Support Workers support young people to build the skills and confidence to maintain their own homes. Young people will receive individualised support based on support planning ongoing assessment/review and keeping safe where appropriate.

The role of a Floating Support Worker is to provide a range of interventions to assist Young People aged 16-25 to access and/or maintain their own accommodation in the community. In this role you will also support young people aged 16/17 who are homeless, young people 'sofa surfing' and at risk of eviction.

**This Job Description demonstrates the job role, who you will be accountable to in carrying out your duties and an explanation of why.**

Job role	Accountable to	Why?
Ensure all young people are cared for by appropriate staff. Workers will meet the needs of the young people.	Young People	To establish a positive relationship with Young People and to support them to create a safe home environment.
	Team	To ensure as a team young people have access to workers and to tackle isolation and loneliness.
	Manager	To ensure the young people are provided with consistency in regards to staffing.
Adhere to NISCC Standard of Conduct and MACS Policies and Procedures including, Child Protection, Adult Safeguarding and Lone Worker in order to safeguard and protect Young People and Staff.	Young People	To keep young people safe.
	Team	Policy and Procedures provide organisational guidance to ensure the safety and wellbeing of young people, the service and the team.
	Manager	Ensure quality standards are adhered to.
To provide Holistic Support (on a one to one and group basis) to all young people accessing the service.	Young People	Young people receive support that meets their needs.
	Team	Ensure every young person receives the support required.
	Manager	To ensure young people are provided with the appropriate support based on needs.
To identify Support Plans in partnership with Young People and Professionals/Service were appropriate and take the lead in	Young People	To provide a Person-Centred approach to ensure that appropriate support is offered and relevant safeguards are in place.
	Team	To ensure a co-ordinated approach to support planning.

Job role	Accountable to	Why?
creating safety plans and ensuring regular reviews.	Stakeholders  Manager	To ensure partnership working and a co-ordinated approach to support planning.  To ensure there is evidence of partnership working and accountability in respect of the support provided.
To maintain and review accurate and up to date records of support provided to Young People.	Young People  Manager  Stakeholders	Young people's information is kept safe and secure. MACS adhere to GDPR guidelines and promote transparency with young people in how information is shared.  To ensure all records are accurate and up to date and in line with GDPR guidelines.  To ensure quality standards are maintained in accordance with QMT, RQIA and MACS internal processes.
To provide practical 'hands on' support to assist Young People with all areas of managing their tenancy including life skills and emphasising the importance of being a good neighbour. Workers will liaise and advocate with Housing Executive/Housing Association/Landlords.	Young People  Team  Manager  Stakeholders	To help ensure that the Young People are able to maintain their tenancy but also to assist them to develop the confidence and assertiveness required to live independently.  To meet the needs of the young people and ensure a co-ordinated approach.  To ensure that an adequate level of support is being provided and that there is evidence of progression in regards to support planning.  To ensure partnership working to increase the likelihood of the young person securing a tenancy.
To provide awareness of the Housing Rights of Young People and to advocate on their behalf.	Young People  Manager	To empower Young People to understand their rights and that they are upheld.  Ensuring training needs are identified to ensure knowledge is updated in regards to housing rights and to ensure staff are advocating on behalf of young people.
Working effectively within a team and ensuring information is communicated with Young People and external agencies.	Young People  Team	To ensure relevant information is shared in a timely and appropriate manner.  Policy and Procedures provide organisational guidance to ensure the safety and wellbeing of young people, the service and the team.

Job role	Accountable to	Why?
	Manager  Stakeholders	To ensure as a team the relevant processes are being adhered to in regards to effective communication.  Ensure quality standards are adhered to.
Comprehensively plan (with Young People and key agencies) and participate in the decision making relating to the move-on from MACS.	Young People  Team  Manager	To ensure MACS is the right support for the Young Person and to provide a smooth transition from the start of support until move on.  To ensure the team are involved in decision making relating to move on's from MACS.  To ensure all the necessary information is obtained that will help with decision making in regards to any move on's from MACS.
To provide information, advice and assistance on claiming benefits and on accessing other relevant agencies and services.	Young People  Manager	To safeguard that the Young Person is in receipt of the appropriate benefits, that budgeting and financial planning is offered and to improve awareness of external support available.  Relevant training is accessed that will help ensure advice and guidance is accurate and up to date.
Recording and communicating in line with statutory and MACS requirements.	Young Person  Manager  Stakeholders	To ensure that the Young Person understands why information is shared with outside agencies.  Young people's information is kept safe and secure.  MACS staff adhere to GDPR guidelines and promote transparency with young people in how information is shared.
To meet with Manager monthly for supervision and to work on agreed targets identified in Balanced Score card.	Team  Manager	To promote best practice in supporting young people.  To ensure staff development and targets are met.
Reflection, personal and professional development both individually and as part of the team.	Young People  Team  Manager	Young people will receive support from a highly skilled team.  In order to contribute to a skilled and continually developing team.  Learning and development promotes competence, resilience and compassion when working with young people.

Job role	Accountable to	Why?
To be pro-active in service development, network with external agencies and promote of the profile of MACS.	Team  Manager	Workers will be integral in the strategic direction of the organisation.  To deliver high quality services in partnership with stakeholders to improve outcomes for Young People.
Contribute to the induction and support of new staff.	Young People  Team  Manager	To promote a consistent service to young people.  Ensure all staff are supporting young people in accordance with MACS ethos, values and policy and procedures.  To ensure workers receive a comprehensive induction and adequate support.
To work in accordance with MACS policies and procedures.	Young People  Team  Manager	To keep young people safe.  Policy and Procedures provide organisational guidance to ensure the safety and wellbeing of young people, the service and the team.  Ensure Policies and Procedures adhered to and quality standards met.
Promote team cohesion with a solution focused approach and the use of the Decision Making Model.	Young People  Team  Manager	To promote consistent care and support.  To ensure team cohesion, safe and effective practice. To ensure best practice.  To ensure that informed decisions are made and all staff are consulted, responsible and accountable in this process.
Awareness and involvement in the management of team budgets and identify sources of funding to meet the needs of young people i.e. grants, DHSS etc.	Young People  Finance Dept  Team  Manager	To ensure young people have access to additional funds to meet their needs.  To ensure any expenditure is line with team budgets.  Ensure good communication regarding expenditure whilst not exceeding the budget.  To ensure young people have access to additional funding and expenditure is in line with team budgets.
To proactively maintain a waiting list, prioritising waiting list and providing regular support.	Young People  Manager	To build relationships with emerging young people and ensure their immediate needs are met whilst waiting.  To ensure ongoing review and prioritisation in accordance with the young person's needs.

Job role	Accountable to	Why?
Identify need for group work opportunities, creating and facilitating groups to enhance personal and social development.	Young people  Team  Manager	To help young people develop skills and coping strategies.  To provide opportunities to young people to manage social isolation and loneliness.  To ensure participation of young people is being actively promoted and in line with MACS Ethos and Values.
Undertake any other duties as required.	Young People  Team  Organisation	To ensure young people are put first.  To work as part of a team.  To contribute to the organisation's needs.

### **PERSONAL REQUIREMENTS**

- The ability to plan and prioritise workload
- Excellent communication skills
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work
- Able to be a self-starter with the ability to use initiative
- To demonstrate effective leadership skills
- The ability to understand and work in accordance with MACS ethos and values base
- The ability to communicate effectively to a wide range of people, particularly young people and stakeholders
- The ability to accept direction and supervision
- The ability to maintain a comprehensive and up to date written record of work undertaken
- To have the commitment to undertake relevant training
- To work as a team member and assist in developing and shaping the Service to meet Young People's needs and strategic objectives
- Good time keeping skills
- To represent MACS in a professional manner
- To work on own initiative and make decisions (autonomous) in a responsible and accountable manner
- To be resilient and compassionate in a challenging environment.

## PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER		
CRITERIA 1	CRITERIA	ASSESSMENT STAGE
<ul style="list-style-type: none"> <li>1 years' experience of working with young people in supported housing or community-based support or similar environment</li> </ul> <b>OR</b> <ul style="list-style-type: none"> <li>Degree in Social Work, Youth and Community Work or similar</li> </ul> <b>AND</b> <ul style="list-style-type: none"> <li>6 months experience of working with young people in supported housing or community-based support.</li> </ul>	ESSENTIAL	SHORTLISTING
CRITERIA 2		
<ul style="list-style-type: none"> <li>Experience of assessing risk and safety planning in order to keep young people safe.</li> </ul>	ESSENTIAL	INTERVIEW
CRITERIA 3		
<ul style="list-style-type: none"> <li>Experience of assessing need and support planning for young people.</li> </ul>	ESSENTIAL	INTERVIEW
CRITERIA 4		
<ul style="list-style-type: none"> <li>Can develop own approach to practice based on reflection and feedback.</li> <li>To be resilient and compassionate in a challenging environment.</li> </ul>	ESSENTIAL	INTERVIEW
CRITERIA 5		
<ul style="list-style-type: none"> <li>A full, current driving license with access to a car, insured for business use is required to meet the requirements of the post in full.</li> </ul>	ESSENTIAL	SHORTLISTING
DESIRABLE CRITERIA		
<ul style="list-style-type: none"> <li>Experience of working with homelessness.</li> </ul>	DESIRABLE	SHORTLISTING