



APPLICANT INFORMATION PACK

Floating Support Officer

Enclosed:

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Introduction

Thank you for your interest in applying for this position with Ark Housing.

Please use the information provided to assist you in completing your application. Should you require any further assistance please contact us directly and we will be pleased to assist you.

General Information

Ark Housing Association is a registered Housing Association with the Department for Communities (DfC) and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969.

Ark Housing provides social housing accommodation for rent to those in housing need. We provide accommodation throughout Northern Ireland for families, elderly people, those with disabilities, singles, and others in housing need. We also provide family homeless services providing temporary accommodation and support services for a wide range of client needs in partnership with the Housing Executive, Social Services, and other partner organisations.

Our Vision

Ark Housing's vision is:

“Making a positive difference by empowering people and communities”

Our Mission

Ark Housing's mission is:

“In partnership, provide quality homes and support services to meet housing need and contribute to the wellbeing of communities”

Our Values

Ark Housing's values are:

Progressive	Forward thinking, supporting change & transformational
Respect	Treat everyone with dignity and esteem
Integrity	Maintain the highest professional and personal standards
Diversity & Equality	Value diversity and equality in everything we do
Excellence	Strive to deliver the highest standards of quality and customer care

JOB DESCRIPTION

JOB TITLE:	Floating Support Officer
LOCATION:	Greater Belfast Area
BASED AT:	Hawthorn Office Park, 37a Stockman's Way, Belfast BT9 7ET
ACCOUNTABLE TO:	Director of Housing
REPORTING TO:	Homeless Services Manager

JOB PURPOSE:

To ensure the delivery of a comprehensive floating support service for homeless families and to provide high-quality customer services to our homeless services clients in accordance with the strategic objectives of Ark Housing.

MAIN TASKS:

Floating Support Service

- To be responsible for delivering a client-led multi needs assessment and floating support service to homeless families within the Greater Belfast Area;
- To establish and develop a professional working relationship with homeless services clients in accordance with the Association's Professional Boundaries Policy and to undertake client risk assessments where required;
- To establish and maintain good working relationships with a range of statutory and voluntary agencies and to sign-post clients to those agencies in accordance with identified need;
- To assist clients in respect to securing long term suitable accommodation which meets their needs, and to assist clients sustain existing tenancies where required through the provision of professional advice and support;
- To assist, advise, advocate on behalf of, and signpost clients where required in a range of support areas, including, but not limited to education, employment, health, social security / benefits, financial management, life skills and addiction;
- To ensure the Safeguarding of clients through the adherence and application of the Association's safeguarding policy;
- To liaise with after-hours agencies, statutory authorities, emergency services, voluntary community groups as required;

- To communicate regularly with clients on all matters pertaining to their support, including the undertaking of home visits, telephone consultations, and by other means as agreed with clients;

Administration

- To undertake all case management administrative processes in respect to needs assessment, support planning, risk assessment and others where required and in accordance with the Association's documented policies and procedures;
- To participate in case work management and ensure the implementation of effective case work monitoring systems;
- To maintain accurate records to meet the requirements of Supporting People Monitoring frameworks;
- To prepare reports for the Team Leader/Manager as and when required;
- To plan and manage your own workload in a professional and effective manner;
- To ensure that all policies and procedural guidance is adhered to in the completion of all administrative tasks;
- To ensure that all Legislative requirements are complied with e.g. Data Protection, Child Protection, Safeguarding, Equality, Human Rights, Health and Safety requirements;
- To contribute to and assist in the effective management and administration of the Floating Support Service;
- To attend team meetings, client consultations, case management reviews and others as directed;
- To actively participate in supervision and performance coaching meetings with line managers;
- To ensure the delivery of services in accordance with Ark Housings' standards of service.

Quality Assurance

- To contribute to the development of service improvement initiatives through the promotion of best practices, innovations, and ideas;
- To ensure that appropriate arrangements exist for service user involvement;
- To ensure the highest achievement of customer satisfaction standards;

Representation

- To represent Ark Housing at meetings, interviews, seminars, conferences, training events in a positive and effective way;
- To ensure the professional representation of Ark Housing at all times;
- To participate in any internal and external personal development training/learning being provided or recommended by the Housing and Communities Manager.

Communication

- To ensure that you communicate effectively both internally and externally with colleagues, agencies, and others;
- To ensure that you provide effective reporting both verbally and written as required;
- To ensure that confidentiality is always maintained;
- To ensure the effective use of all available resources including IT provision and other communication systems;
- To contribute to the development of effective communications systems and management of them accordingly;
- The post holder may be required on occasion to be involved in internal working groups or teams in the development of new departmental initiatives, public relations activities or in the development of organisation or service-related literature.
- The postholder may at times be required to undertake a range of cross departmental and generic activities related to their area of responsibility, and behalf of the association where required, in the event of staff absences, shortages and as directed by the Director of Housing.

ANY OTHER DUTIES:

The nature of this post is such that this Job Description cannot be prescriptive. It is a requirement that the post holder will demonstrate a high level of flexibility and responsiveness to changing circumstances and work demands of the service.

The postholder will be expected to carry out any other duties as directed, which are considered reasonable and in accordance with the general duties and responsibilities of this post.

The postholder shall therefore be required to positively respond to such demands and ensure that the commitment, innovation, flexibility, and delivery of high-quality services remain paramount.

WORKING ENVIRONMENT:

Because of the nature of this position, you will frequently be required to work away from your normal base to other locations including working from home. You may on occasion be required to attend work outside normal office hours.

HOURS:

Working hours will be defined as per your agreed contract of employment. The floating support service will be delivered a team of floating support officers on a rota system between the hours of 9am and 8pm Monday to Friday and occasionally at weekends where required. Additionally, the post holder will be required on occasion to work to provide out of hours emergency on a rota system.

HOLIDAYS:

Holidays would normally be 22 days rising to 27 after 5 years' service, increasing to 32 days after 10 years' service, plus 13 customary holidays.

SALARY:

Salary Range of £19,968-£21,108 with a starting salary of **£19,968 (pro rata)** with a Contributory Pension Scheme (NILGOSC), (Currently 19.5% Employer Contribution)

This post attracts an annual essential car user allowance of £1,239 (pro rata) and mileage is reimbursed at a rate of £0.45p per mile travelled for work purposes.

PERSONNEL SPECIFICATION

Position: Floating Support Officer

Date: November 2020

SHORTLISTING CRITERIA	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Educational Attainment (Must Demonstrate on Application)	5 GCSE's including English or Maths OR A minimum of 5 years' experience in a similar role within the last 8 years	A recognised qualification in one or more of the following areas: Housing or Homelessness Benefit Advice Health & Social Care
Relevant Experience (Must Demonstrate on Application)	Have a minimum of 2 years' experience within the last 5yrs in a similar role and have experience in: <ul style="list-style-type: none"> • Supporting/Managing people with challenging behaviours • Developing person centred needs/risk assessments and support plans • Managing case loads • Advocating on a person's behalf • Working in partnership with external agencies 	A minimum of 2 years' experience within the last 5yrs providing support to homeless families
ICT Skills (Must Demonstrate on Application)	Must be competent in the use of MS Office applications.	
Knowledge (Must Demonstrate on Application)	Must have sound knowledge and understanding of the following areas: <ul style="list-style-type: none"> • Housing related support • The benefit system 	
Other (Must Demonstrate on Application)	Must hold a clean driving license and have access to own transport Be able to work flexible hours when required, including evenings and weekends.	
Data Protection (Test at Interview)	Is familiar with the requirements of the general data Protection Regulations and is experienced in providing a confidential service to customers and in managing their personal information in a confidential manner.	

Customer Focus (Test at Interview)	<p>Has experience in adopting good practice initiatives and can identify solutions to customer problems. Applies a professional approach to ensuring good customer service.</p> <p>Ensures the organisation continually improves and develops its customer services.</p>	
PERSONAL BEHAVIOURS		
Embracing Change	Contributes positively to change and recognises the positive impact of change on individuals and the team. Is flexible and positively accepts change.	
Equality	Treats all colleagues and those with whom they come into contact with fairly and equitably and demonstrates respect for and sensitivity to their needs.	
Team Working, Communicating & Influencing	Breaks down barriers that impact effective team working. Optimises the use of the pool of knowledge and embraces a learning culture. Has effective interpersonal communication skills and experience of report writing	

GUIDANCE NOTES

It is important that you read these notes carefully before you attempt to complete the application form so please take a few minutes to read the information in this pack which will guide you throughout the process.

Job Description and Personnel Specification

The Job Description and Personnel Specification will assist you in deciding whether you meet the essential criteria for this position. Please remember that the Association reserves the right to increase the criteria used for the short listing of candidates to be selected for interview without further notification. You should use the job description and personnel specification to help you consider your relevant experience, training and skills and ensure that you highlight them when completing the experience & training section of the application.

Short Listing Candidates

Candidates will be selected solely on the information provided in this application form and you should ensure that you answer all sections fully and provide the information requested in all sections of the application form.

CVs are not acceptable, and your application will not be registered if you submit a CV.

Confidential Equality Form

You should ensure that you complete the Equality Form and return it in a separate envelope addressed to the Equality Officer and marked Private & Confidential or by email along with your completed application form to: recruitment@arkhousing.co.uk

Supporting Documents

Documentary evidence will be required if you are short listed to attend for interview. This will include photographic identification e.g. passport, driving licence or other form of acceptable ID.

Copies of your educational qualifications, professional membership and any other documents required to support your application are also required. You may bring these documents to the office with you on the day of your interview and staff will arrange to copy them for you. Please note that all documents provided must be originals.

Disclosure of Criminal Records

All applicants must complete this section fully. Where criminal convictions are disclosed, details must be provided of the offence(s) of which the applicant has been convicted and any relevant details relating to the offences.

You should note that Ark Housing are required to carry out checks on all persons being considered for employment with the Association through the Access NI scheme.

Data Protection

All information provided by applicants will be used solely for the purposes for which it is required in this recruitment exercise and will not be disclosed to others except where we are obliged to do so in accordance with the provisions of the General Data Protection Regulations.

Equality of Opportunity

Ark Housing is an Equal Opportunities Employer, and we welcome applications from all sections of our community. Arrangements can be made for those applicants who require additional support or assistance because of a disability or other consideration which may hinder them in this application process. This may include the provision of translation service, alternative format for the documents or arrangements to facilitate a specific disability. If you require such assistance, please contact Annemarie Carleton at this office on Tel: 028 90 752310 or Email: recruitment@arkhousing.co.uk

Equality Monitoring

To comply with our obligations under Equal Opportunities and Fair Employment legislation, we are required to monitor our recruitment exercises in order to ensure that our recruitment policies and procedures are effective. All applicants are required to complete the Equal Opportunities Form associated with this application and to return it to the Monitoring Officer.

General Points

- The application form, if completed by hand, should be completed in BLACK INK and must be legible. The application may also be completed electronically and emailed to recruitment@arkhousing.co.uk
- When completed you should read through your application again to check that you have fully completed all sections.
- If submitted by post, please make sure that you leave plenty of time for your application to be received by the closing date & time. Please remember that late applications WILL NOT BE ACCEPTED
- Pay attention to the Applicant Declaration and ensure that you have signed and dated the application form.
- Do not send any supporting documentation with this application form. We may ask for such documents if your application is successful and you are short listed for interview.
- Please ensure that you have the permission of your nominated referees to act on your behalf and that they agree to provide you with a reference.
- Canvassing on behalf of your application will disqualify your application.