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**JOB DESCRIPTION**

**FLOATING SUPPORT WORKER – ROUGH SLEEPER INITIATIVE (RSI)**

**in partnership with Somerset Council**

**£30,807 fixed term temporary contract until March 2026**

**Objectives:**

To provide floating support for individuals within the homelessness pathway across Somerset West and Somerset North geographical areas.

The primary role will be to ensure there is proactive, face to face support (not over teams), phone calls or pre-arranged appointments but to be highly flexible and ‘out in the field’ to capture real time need.

Referrals for support will come from Housing Options Teams only with-in the specified area via a dedicated referral form. There may be some cross over of geographical legacy LA boundaries where a client has built up trust with an existing support worker and either drifts or moves out of catchment area.

There is estimated to be a caseload of 15 cases for each worker to allow for in depth work/travel etc.

The post holder must be able to drive, have a current full driving licence, access to a reliable vehicle, with business cover to include taking clients in their own vehicles.

All applicants will need to have an enhanced DBS check. We are particularly keen to hear from those with lived experience of previous homelessness, substance misuse, being in care and/or an offending background or similar social issues.

Working week 37.5 hrs   Core hours 10am – 4.00pm

**Key Responsibilities:**

**Scope of Tasks**

* Face to face interaction with the client. An informal and empathetic approach to ensuring what may be a multitude of barriers to obtaining, or sustaining accommodation are covered and practical support offered to reduce, resolve, and minimise the likelihood of them recurring.
* There is no time limit for involvement with the client, if support is still needed to help build trust and consistency.
* Accompanying to GP, Hospital, DWP, SDAS, Housing Options, CSC, ASC, educational facility appointments if relevant, will be expected, or seeking these are secured if identified as a need and being an advocate for those you are supporting.
* Maximising income and challenging negative claims for i.e. PIP/DLA/LCW
* Seeking and supporting with assessments under The Care Act 2014 if need identified
* Assist with Somerset Councils Severe Weather Emergency protocol (SWEP)
* Represent Arc and Somerset council at events, conferences, meetings
* Attend meetings, training, supervision and appraisals as required
* Carry out such other tasks as may, from time to time, be necessary when consistent with the nature of the post.

**PERSON SPECIFICATION**

**FLOATING SUPPORT WORKER (RSI)**

**Essential Criteria**

1. Experience of working with those identified with complex social issues or relevant experience of these factors personally
2. Full Driving Licence
3. A Trauma Informed approach is required for this role
4. Basic IT skills using Outlook, Word, and Excel
5. Excellent interpersonal skills
6. Ability to manage challenging behaviours in a calm and empathetic way
7. Ability to seek solutions to multifactorial social problems and propose practical solutions/options
8. Effective team working skills combined with the ability to work alone and proactively
9. Experience of partnership working
10. Good knowledge of welfare benefits, health providers, treatment providers, housing and homelessness legislation

May 2025