



PUTTING MENTAL HEALTH FIRST

Role Profile

Higher Needs Floating Support Worker

162 Pennywell Road

Bristol BS5 0TX

July 2024

1. JOB DESCRIPTION

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators. The role profile is subject to review and change.

1.1 JOB PURPOSE

As a Support Worker within the HNFS service, you will work to engage and support clients with complex needs and/ or facing multiple disadvantage and who are in temporary or settled accommodation that does not have separate attached support e.g. Housing First, 'cluster' houses, private rented accommodation, early stages of a new tenancy, or where their settled accommodation is at risk, to lead their own journeys, and to maximise their choice and control over the support they receive by developing a responsible network of support. You will work with agencies, family, friends and others to create a comprehensive network of support that remains beyond the end of support provisions. You'll work in a motivational and psychologically informed way to create client independence as quickly as possible, whilst managing needs and risk.

The HNFS service is made up of 2 sub teams, consisting of the main floating support service which supports higher needs clients and includes a mental health specialist Senior coordinator, and Hospital Discharge clients, and a second team including the Housing First provision, cluster housing and a substance misuse specialist senior coordinator.

The main floating support sub-team will provide trauma-informed support to a people accommodated in temporary accommodation, private rented accommodation and social housing.

The hospital discharge worker will support 10 people at a time who are leaving hospital and at risk of or actually homeless.

1.2 JOB CONTEXT

Second Step is a leading mental health charity in the South West offering housing, support and hope to thousands of people with mental health and other problems. Our goal is to inspire hope and deliver change for everybody and every community we work with.

The Higher Needs Floating Support Service (HNFS) is funded from the Rough Sleeping Initiative (RSI) 2022-25 from the Department for Levelling Up, Housing & Communities (DLUHC). The RSI initiative is intended to deliver the government's Rough Sleeping Strategy which originally had the objective of halving rough sleeping by 2022 and ending rough sleeping by 2027.

1.3 ORGANISATION

Line Manager:	Senior Coordinator
Colleagues/Peers:	Support workers, Housing First workers, partner agencies, senior practitioner specialists (MH& Substances), Hospital discharge worker
Direct Reports:	NA

Values

- **Believe in Hope and Courage.** Recovery becomes a reality when we are confident, courageous, and inspire hope in one another. Change happens and we can achieve great things.
- **Succeeding together.** We're at our best when we work together – staff, service users, carers and partners – making the most of each other's talents and strengths.
- **Building trust.** When we act with integrity, when we strive to be honest with ourselves and those around us, we can build strong bonds of trust.
- **Celebrating diversity.** We value our differences, understanding that being kind and respectful to each other makes us strong.
- **Learning and growing.** By listening and thinking about how we can learn from our actions, we can help create real change for ourselves and inspire those around us.

All staff must continuously demonstrate these values in their professional practice.

1.4 JOB ACCOUNTABILITIES

- Build trusting and collaborative relationship with the client
- Identify and positively manage and reduce clients risk using safety and inclusion planning tools
- Working with a caseload, undertake proactive work across Bristol to engage and build trusting relationships with clients. Developing a full understanding of their backgrounds, current situation, their priorities, needs, hopes and ambitions.
- Work with clients to sustain their accommodation and avoid rough sleeping.
- Where clients are at risk of losing their accommodation, work intensively to resolve practical issues and re-connect them to their community and supportive networks and where appropriate work with clients to identify and move on into more settled accommodation.
- Provide a single consistent point of contact for a client and other people working with them.
- Support clients to identify areas of support needs and develop strength-based actions, orientated around the outcomes Star. Support each client in leading their journey at a pace that is right for them, and review progress on actions with them on a regular basis.
- Communicate and meet with the client's network and support them to support the client's progression towards completing actions.
- Record client contact, progress and outcomes, help to analyse client data, and meet all reporting requirements.
- Respond flexibly to clients, meeting at times and locations chosen by them.
- Work closely and collaboratively with professionals, especially housing providers in preparation for move into secure accommodation.

- Enable clients to build contact and increase knowledge and use of external services, increasing their choice and control. With an emphasis on utilising and supporting specialist local and voluntary services as well as statutory.
- Where service blocks or barriers are encountered, raise these with the agencies concerned. Advocate and influence on behalf of clients to ensure identified services engage and do not reject clients.
- Routinely and systematically engage clients in planning and delivering improvements in services. Engage clients to encourage coproduction via involvement groups.
- Maintain up to date information on available services.
- Share learning within the team and throughout Second Step
- Abide by Second Step's policies, including safeguarding policy and procedures for adults and children and young people
- Ensure that best evidence and best practice is applied within the service at all times
- Undertake any tasks requested by team and line management, that are either within the role holder's capability or offer development opportunities, with appropriate support, to the role holder.
- Adopt and promote the values and principles of Second Step
- Work within information sharing protocols and implement enhancements to information sharing that capture whole client journeys.
- Work in a culturally sensitive way for all service users, tailoring service to meet their individual needs, challenging stigma and discrimination, advocating for person if appropriate, and ensuring up-to-date community knowledge. Work with a range of needs e.g. from young people to older people, LGBT service users, disabled people and with people with a range of backgrounds and ethnicity.
- Maintain hope and optimism for the individual with high expectations for recovery. Use lived experience (if appropriate) to positively support the individual's recovery.

1.5 PERFORMANCE MEASURES

- Delivery of specified support work to time and standard.
- Delivery of live, time sensitive support plans and safety and inclusion plans plans that are realistic, client centred, outcome focused and of a high quality.
- Clients maintain current accommodation and/or move on to more secure housing and do not return to homelessness or rough sleeping.
- Full implementation of policies and procedures.
- Contribution to the development of the services.
- Collaboration and contribution to the effectiveness of teams

People profile

1.6 Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none">▪ Strong engagement skills, demonstrating flexibility and persistence in engaging clients using a variety of strategies▪ Ability to think and operate 'outside the box' in order to find creative and non-traditional ways of supporting clients▪ Skills in supporting clients to lead their recovery journey, and to maximize their choice and control▪ Negotiation, mediation and client advocacy skills▪ Influencing skills▪ Solutions focused "can do " approach▪ Good standard of IT skills, particularly in MS Word▪ Excellent communication skills in both written and oral form	<ul style="list-style-type: none">▪ Able to use Inform or similar CRM system▪ Ability/skill in appropriately challenging the 'system' and overcoming blocks and barriers

Knowledge	<ul style="list-style-type: none"> ▪ Able to work well under pressure and to plan and manage workload ▪ A proven knowledge and understanding of the care and support requirements of people with complex and multiple needs relating to homelessness, mental health, offending, drugs and alcohol ▪ A proven knowledge of safeguarding processes ▪ An understanding of the issues experienced by the client group gained through personal and/or work experience ▪ Understanding or experience of dealing of homelessness and temporary or unstable accommodation 	<ul style="list-style-type: none"> ▪ Applying Psychologically Informed Interventions ▪ Understanding of Critical Time Intervention
Experience	<ul style="list-style-type: none"> ▪ Proven experience of working in service provision for people with complex and multiple needs relating to at least two of the following: mental health, drug and alcohol, homelessness, offending ▪ Proven experience of outreach or floating support work, demonstrating persistence and flexibility and a range of strategies in successfully supporting clients to engage voluntarily ▪ Proven experience of working with people to sustain their accommodation or move-on positively into more settled accommodation. ▪ Proven ability to build relationships, and to work collaboratively and successfully in a team environment across sectors and agencies ▪ Proven ability to promote and apply good practice in equality and diversity and inclusion ▪ Proven ability to operate risk management and safe working practices in working with vulnerable clients 	<ul style="list-style-type: none"> ▪ Proven experience of working in the voluntary sector ▪ Proven experience of working with complex needs
Values	<ul style="list-style-type: none"> ▪ Commitment to equalities and diversity ▪ Ability and motivation to work with a Recovery focused, strengths based approach ▪ Commitment to co-production with clients and peer led approaches 	
Other	<ul style="list-style-type: none"> ▪ Able to work flexible hours including evenings and occasionally at other times depending on service and client needs, to be agreed as required. ▪ Ability to travel flexibly across the city 	<ul style="list-style-type: none"> ▪ Access to own car, moped or other vehicle and full UK driving licence

1.6 COMPETENCIES

Competency	Entry Level	Desired Level	Exceptional Level
<p>Achieving Results</p> <p>Relevance to Recovery: Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes.</p>	<p>Plans own work and meets agreed goals within the time available</p> <p>Can problem solve alone but knows when to involve others. Able to use more than one approach when solving problems.</p> <p>Works hard and stays focussed on priorities, increases effort without guidance</p>	<p>Prioritises key tasks and manages own workload, taking into account the impact of own work priorities on those of others.</p> <p>Able to use a range of approaches to analyse and manage problems and performance issues.</p> <p>Sets appropriate targets for self and others, will “go the extra mile” to deliver work on time and within budget.</p>	<p>Adjusts own work priorities to take other’s priorities into account, and involves other people to achieve goals.</p> <p>Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks.</p> <p>Sets appropriate long term objectives that improve the service and the performance of the organisation.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Customer Care.</p> <p>Relevance to Recovery: Everything we do and how we do it carries the message that recovery is possible for everyone using our services.</p> <p>Customers include: Service users Carers Members of the public External agencies Funders</p>	<p>Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs.</p> <p>Is aware of Equal opportunities issues and how discrimination can affect service users and other customers.</p> <p>Works to establish good relationships with service users,</p>	<p>Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively.</p> <p>Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith, sexual orientation or ability.</p> <p>Works hard and invests time</p>	<p>Understands both explicit and implicit service user needs and identifies ways in which service/organisation can respond effectively.</p> <p>Develops strategies for involving service users in measuring the performance of services.</p> <p>Promotes awareness of the</p>

Any other interested parties	<p>visitors and other customers.</p> <p>Understands Second Step's code of conduct and values and makes sure that their working relationships reflect these.</p>	<p>getting to know and developing good working relationships with service users and other customers.</p> <p>Knows who their key customers are and is able to change own style to suit different customer's needs.</p>	<p>impact of stigma and discrimination and acts to reduce it, both within the organisation and with external agencies.</p> <p>Identifies and nurtures customer contacts that have a positive impact on work and/or Second Step.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Effective Communication.</p> <p>Relevance to Recovery: How we talk to people, our non verbal communication, how we record our work, all give a positive message of hope and recovery.</p>	<p>Understands the information required by their peers and reports and is skilled and confident at communicating with, and listening to, others.</p> <p>Designs and writes well structured, clear and relevant documents, letters and reports.</p> <p>Communicates with others in a form and manner that takes into account their background, culture and level of understanding.</p>	<p>Plans and manages all communications and ensures they are clear, effective and have maximum impact.</p> <p>Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications.</p> <p>Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences.</p>	<p>Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation.</p> <p>Plans communication around the needs/objectives of the audience.</p> <p>Distils key messages or key conclusions from complex situations.</p>

Competency	Entry Level	Desired Level	Exceptional Level
<p>Partnership and Teamwork.</p> <p>Relevance to Recovery: All team work and partnerships should centre on the support requested by an individual and work collaboratively to achieve this. Every service user should have full knowledge of who is involved in their support.</p>	<p>Is considerate to the needs of others at work and openly shares information with them.</p> <p>Participates willingly in the team and does their share of work.</p> <p>Makes an effort to build good working relationships with peers, their team and external agencies.</p>	<p>Develops and maintains effective working relationships, understands and contributes to the collective responsibility for achieving results.</p> <p>Helps team decision making by their own contribution and supporting others to contribute.</p> <p>Makes a positive contribution to wider team processes such as problem solving, or implementing change.</p>	<p>Always tries to understand the needs and priorities of colleagues and reports, builds relationships based on co-operation, respect and trust.</p> <p>Facilitates in their team a culture of openness, co-operation, trust and responsibility.</p> <p>Shares power within the organisation and across networks and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making.</p>

Competency	Entry Level	Desired Level	Exceptional Level
<p>Personal and Professional Development.</p> <p>Relevance to Recovery: Being open to learning about ourselves and from others, being committed to continual learning and development, assists us to support individuals in their recovery.</p>	<p>Is aware of their own feelings and is able to manage their emotions when faced with difficult situations.</p> <p>Stays calm in a crisis and supports others to stay calm.</p> <p>Uses supervision effectively and is keen to learn, takes responsibility for their own development by actively taking part in learning opportunities.</p>	<p>Understands the nature and causes of their emotional reactions to particular situations and actively manages own emotions and reactions when necessary.</p> <p>Is sensitive to the needs of others in difficult or pressured situations.</p> <p>Actively participates in supervision, reflects on supervisor's feedback and applies this learning to future work.</p>	<p>Knows their strengths, and limitations, and understands how they impact on others in a range of situations, including when providing leadership that makes a difference to their team.</p> <p>Recognises others' anxieties and problems, and facilitates them to find ways of dealing constructively with these.</p> <p>Uses reflection on their work in supervision to maintain and improve their work.</p> <p>Maintains their own personal and professional development by using both formal and informal learning opportunities, independent of/in addition to, their supervisor's suggestions.</p>

Competency	Entry Level	Desired Level	Exceptional Level
<p>Service Area Expertise</p> <p>Relevance to Recovery: Services support individuals to find ways of understanding and meeting their own needs.</p>	<p>Understands routine work related tasks.</p> <p>Follows correct procedures in carrying out tasks.</p> <p>Works within Equal Opportunities Policy.</p>	<p>Understands the specialist and/or professional requirements of the job and applies this in their day to day work.</p> <p>Has an up to date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary.</p> <p>Applies Equal Opportunities principles to practice within own service/team.</p>	<p>Has a comprehensive understanding of the specialist and/or professional requirements of the job and applies this in all areas of their work.</p> <p>Acts as a reference point within own particular service/team.</p> <p>Ensures the service/team respects diversity in all aspects of service delivery.</p>
Competency	Entry Level	Desired Level	Exceptional Level
Recovery Orientated Practice.	<p>Has an understanding of recovery principles and values including:</p> <p>Listening to peoples stories in a non judgemental way.</p> <p>The importance of helping people meet their own needs.</p> <p>The importance of enabling social inclusion</p> <p>How approaches and services can help or hinder recovery.</p>	<p>Consistently applies recovery principles and values in direct work with service users.</p> <p>Is able to use a recovery focussed approach with service users with a range of needs.</p> <p>Actively promotes recovery with colleagues and the wider organisation</p>	<p>Is able to apply recovery principles and values in all aspects of work, with groups and individuals throughout the organisation</p> <p>Integrates recovery principles and values into service development.</p>
Competency	Entry Level	Desired Level	Exceptional Level
Working with Change.	Is adaptable to new ways of	Effectively implements changes in	Effectively implements new

<p>Relevance to Recovery: Services are supportive and helpful to each individual. Staff and systems are flexible and respond to</p>	<p>working and is willing to accept new challenges.</p> <p>Contributes ideas for change and improvements in a positive and constructive way.</p> <p>Is flexible when changes are required, even at short notice.</p>	<p>policy and procedure with guidance.</p> <p>Understands that the working environment is one of constant change and is able to explain and promote the benefits of change.</p> <p>Involves others when changes are required so they have a sense of ownership.</p>	<p>strategies with guidance.</p> <p>Views change as an exciting opportunity and continually strives to identify changes that will improve services.</p> <p>Involves the whole team in any process of change so they have a sense of ownership.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Organisation and Sector awareness</p> <p>Relevance to Recovery: Having a good knowledge of our services and other resources to increase choice for service users.</p>	<p>Knows and understands Second Step's key values and can demonstrate how they apply them to their day to day work.</p> <p>Understands structure and aims of all services within Second Step.</p> <p>Knows who our key partners and competitors are.</p>	<p>Knows and understands Second Step's mission statement, vision and values and applies these to all areas of their work.</p> <p>Knows how own role and service/team fits into the overall organisation of Second Step and partners.</p> <p>Keeps up to date with changes in sector and can describe how they impact on our work.</p>	<p>Knows who the key decision makers are and what their views are on important issues.</p> <p>Networks and has contacts across Second Step and partners.</p> <p>Shows sensitivity to the strategic priorities and any resource constraints within Second Step and other agencies.</p>

Competency	Entry Level	Desired Level	Exceptional Level
<p>Policy, Procedure and Practice.</p> <p>Relevance to Recovery: Policies and procedures support individual service users in their own recovery journey and inform our best practice. Services are delivered in line with equal opportunities and do not discriminate.</p>	<p>Actively pursues improvements to procedures which produce benefits to all. Challenges policies and procedures which have a negative impact on service delivery Uses judgement to reach decisions on situations not fully covered by policies or procedures</p>	<p>Is able to draft new policies as required and incorporate organisational knowledge and best practice into these. Actively and accurately identifies gaps in policies and remedies these within appropriate timescale. Ensures any new policies and/or procedures are effectively promoted and implemented throughout service/team and organisation.</p>	<p>Competency at Level 4 maintained for at least 1 year as recorded in annual appraisal</p>