



Job title	Assistant Floating Support Worker (Refugees)
Reports to	Service Manager
Responsible for	N/A
Location	Floating support within Mansfield and Ashfield District Council areas
Hours	24 per week
Salary	Scale 4 – point 18 to 21

Job purpose

To provide high quality floating support services to refugees working towards successful tenancy sustainment, independence and community integration based in the geographical areas covered by Mansfield & Ashfield District Councils.

Duties and responsibilities

Responsibilities	Key Components	% of Time
Key Responsibilities	<ul style="list-style-type: none"> Assist clients to become established in their new home Maximise independence Work towards settling and participating in the local and wider community 	
Support	<ul style="list-style-type: none"> To work alongside staff and other agencies to assist in the practical aspects of moving into a new home such as utilities, reporting repairs and paying bills, housing benefit, welfare benefits etc. To have regular face to face &/or telephone contact with each service user, as agreed in their support plan, To support clients with visits to hospital, doctors etc To assist clients in dealing with any problems arising from the tenancy including repairs, disputes with neighbours, rent arrears etc. Attend appointments with clients at Job Centre Plus Work in partnership internally and with other external agencies including statutory, voluntary and specialist agencies to provide a full package of support and to signpost service users to relevant agencies. 	50%
Housing Management	<ul style="list-style-type: none"> Work with the Service Manager in the setting up and furnishing of properties inc acquisition & collection of household items. Meeting & greet clients at the airport, escort them to their properties and provide information on how to use the amenities. Ensure understanding and adherence to tenancy agreement 	30%
Administration	<ul style="list-style-type: none"> Maintain appropriate administration and record keeping systems and to submit regular reports as requested. Maintain confidentiality in line with policy and procedure 	20%

Person Specification

Essential	Qualified to NVQ 2/3 or equivalent (5 GCSE's Grades A-C/2 or more A levels Grades A-C)
	Awareness and understanding of Safeguarding & Equality & Diversity issues
	Demonstrable knowledge of IT, including Microsoft Office based IT applications
	An understanding and experience of dealing with the issues facing refugees and their dependants
	Demonstrable experience of working with vulnerable people/refugees in a resettlement/floating support capacity.
	Demonstrable excellent customer service skills
	Ability to draft concise and accurate written information
	Understanding of the needs of people from diverse social / cultural / racial backgrounds
	Ability to use own initiative, be flexible, manage own workload
	To be able to work in a team and individually
Desirable	Full current driving licence & access to a vehicle
	An understanding of Health and Safety requirements inc Lone Working
	Ability to speak Arabic

Working conditions

The post holder will handle confidential information and the nature of this will have to be protected at all times. There may be times when the post holder will be dealing with distressed or emotional people and should be comfortable dealing with this.

Approved by:	<i>Delores Vassell, Head of Specialist Housing</i>
Date approved:	16/10/18