

## **Floating Support Service**

### **Job Description – Floating Support Team Leader**

**Post:** FS Team Leader  
**Hours:** 30 hours per week (4 days)  
**Salary:** £20,000 per annum (£12.82 per hour) - £20 per night on-call (rota)  
**Accountable to:** Floating Support Manager

#### **Main responsibilities:**

- **At the direction of the Floating Support Manager to manage the staff team and the Floating Support and Housing services. To act up in the manager's absence.**
- **To ensure each service user has person-centred support to develop and act on their positive behavioural support plan. To provide direct support to individuals on the weekly rota as well as monitoring the support staff.**
- **To take a lead with monitoring, reviewing and developing Equal People mencap's support services to vulnerable children and young people.**
- **To facilitate and enable a network of support approach, engaging professionals, volunteers, carers, advocates and families in providing a variety of choices, opportunities, experiences and learning to each person.**
- **To be part of the 24 hour on-call emergency rota, providing support to service users and staff as required.**

#### **Specific responsibilities:**

- To provide effective day to day management and leadership to the Floating Support staff team. To provide support, supervision, appraisal and management to the staff in partnership with the Floating Support Manager. To promote and monitor a person centred approach on an ongoing basis.
- To offer support for individuals in line with their wishes and agreed support risk assessments and learning programmes.  
To take a lead in assessing new referrals as directed by the Supported Living Manager. Helping new individuals to plan and move into their accommodation and plan, action and record the support needed. Void management.
- To Manage Equal People mencap's Staying Healthy Together Children's support project funded by BBC Children In Need. To ensure support and activities are provided in line with the stated project outcomes, records made and monitored and reports completed.

To ensure the safety of all individuals through ensuring up to date DBS registration for all staff and volunteers, ongoing safeguarding training and awareness of adherence to Equal People mencap's safeguarding policy and procedures and national legislation.

- To manage the budget for the service, monitoring spending and reporting appropriately. To coordinate benefit claims and check individuals receive the benefits to which they are entitled To liaise with the Finance Officer over rents and arrears, petty cash and individuals money monitoring and recording.
- In partnership with the Supported Living Manager to lead team meetings and to build and maintain a positive team work approach with other managers and staff across the service . To attend and fully contribute to other organisational meetings.

To service the Floating Support Advisory Group.

- To assess, manage and monitor the health and personal safety of individuals and staff and staff in line with the Care Quality Commission requirements, the Care Act (2014) relevant legislation and Equal People mencap's Policies and Procedures.
- To plan, action and monitor staff rotas, clients support timetables
- To liaise with other agencies on behalf of individuals and the organisation. To support individuals in meetings.
- To monitor and maintain the physical standards of the accommodation we manage. Receive reports of repairs from individuals and co-ordinate the maintenance on their behalf with the housing association.
- Use initiative and judgement to prioritise and organise own workload within agreed objectives.
- To develop and maintain productive relationships with individuals, families, colleagues and statutory and voluntary bodies and to assist others to develop these.
- Through supervision and appraisal meetings identify own training needs and attend appropriate training courses
- Directly and through staff, assist and enable individuals to articulate and action their wishes and aspirations. To identify support needs, and ensure these are met
- To carry out regular assessments and coordinate and implement support plans. To record any agreed 'extra care', providing, reports, assessments and timesheet records promptly and accurately.
- To help individuals become established and active members of the community and to maintain and develop friendships.
- To help individuals maintain and develop life skills and to move on if they wish.

- To keep full records of work and write reports to a standard set by the agency.  
To seek out individuals feedback on support and the service and act on this. To take a lead in any Expect The Best Quality reviews.
- To undertake shared responsibilities for the out of hour's on-call rota across Equal People mencap services.  
To work contracted hours within the hours required by the service. Hours are flexible to be able to meet the needs of individuals. Evenings and week-ends and sleep ins (as cover may be required).
- To read, understand and follow procedures, guidance and policies of the organisation. To be involved in the review of these.
- To take on any further responsibilities within the Supported Living Management team as necessary, including deputising for other team leaders or the Supported Living Manager as instructed.

The post holder may be asked to undertake other tasks that fall within our aims and philosophy. November 2021