
FLOATING SUPPORT :

- DEPARTMENT:** Barod Cymru
- LOCATION:** Cardigan / Aberystwyth – To be agreed
- REPORTING TO:** Floating Support Senior Worker

PURPOSE

The floating support project is a housing related support service for people with substance misuse issues in Ceredigion. We provide support to promote independent living, maximising income and improving quality of life.

KEY TASKS:

- Tenancy Related support
- Administrative duties - keeping files up to date
- Contact with Service Users - via telephone/email and face to face appointments
- Benefit Advice - form filling and support to assessments
- Financial Support – furniture/discount schemes etc
- Sign Posting – to other agencies for support and health care professionals
- Debt management and budgeting with service users
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DEVELOPMENT OPPORTUNITIES:

- Arrange and organise one to one service user appointments
- Make onward referrals to other appropriate agencies
- One to one support; listening and referring to other services
- Be the lead in service user appointments
- Liaising with social and private landlords
- Gaining knowledge on benefits and funding

KEY SKILLS:

- Good organisational skills
- An outgoing and friendly manner
- Good communication skills
- A willingness to learn more about the effects of drugs and alcohol on individuals, families and the community
- Empathy and a non-judgemental approach
- Ability to stay calm in a crisis
- A solution focussed approach
- The ability to participate in line with Barod guidelines including Confidentiality and Boundaries
- Basic understanding of Microsoft Office programmes, or the willingness to learn