

Job Description

Post title	Rough Sleeper Initiative (RSI) Tenancy Support Worker
Contract	Fixed Term until 31 st March 2022 (with possible extension subject to funding)
Salary	£21,000 per annum
Pension	3% Employer Contribution
Hours of work	Full Time 37.5 hours per week Part time hours/ Job share available
Holiday entitlement	23 days' annual leave plus statutory bank holidays
Place of work	Northamptonshire
Based at	Accommodation Concern HQ, Kettering, Northamptonshire
Accountable to	Business Development Manager

Purpose of the Job

To provide intensive tenancy support the residents of Accommodation Concern's Rough Sleeper Initiative property(s) to maintain their tenancy, support the residents to develop and learn the skills required to maintain future tenancies and support them, when ready, to identify and move into their own property.

To provide a range of specialist housing support to meet the needs people with complex needs that are rough sleeping (including drug/alcohol), or have a history of rough sleeping, to enable them to hold and maintain their tenancy and to reduce homelessness, who may be resident in other Kettering Council properties.

Main Responsibilities

1. To visit each resident on a regular basis in order to sustain their tenancy and prevent homelessness from occurring.
2. To undertake Tenancy Sustainment assessments, risk assessments, interviews and reviews as required.
3. To identify and support residents to access any relevant learning opportunities that will increase their ability to maintain this and future tenancies.
4. To liaise with housing staff, referring agencies, social workers and other professionals, relatives or relevant agencies to ensure appropriate support is identified, secured and reviewed for the benefit of the resident at the commencement of the tenancy/ support process and for as long as support is required or practicable.

5. To advise and assist residents with the setting up of their tenancies, including help with claiming Housing Benefit, maximising benefit take up, connection of services (e.g. gas, water, electricity etc...)
6. To support residents in routine maintenance of accommodation by enabling the residents to report repairs and allow access for contractors.
7. To enable the residents to maintain the tenancy by giving advice and support on budgeting, bill payments, dealing with neighbour disputes and the safety and security of the accommodation.
8. To facilitate contact between residents and relevant statutory and voluntary agencies, care workers, family members or other parties involved in the provision of support as agreed at the initial support assessment (or at further reviews).
9. To provide a level of emotional support to residents as required; identify and refer to specialist organisations when required
10. To endeavour to find alternative accommodation for residents, if necessary.
11. To support the resident to find new/permanent accommodation when they are ready to move on through Keyways/private lets etc.
12. To offer advice and practical assistance (By example) with domestic tasks when appropriate e.g. how to safely use an iron.
13. To encourage integration into the community by providing information about local services and facilities including signposting to careers service, college, training providers, leisure facilities and local social or support groups, accompanying residents on occasions if appropriate.
14. Work with the North Northamptonshire Council Housing Options Team to provide practical support to new service users that are moving into other identified council accommodation and that have a history of rough sleeping, or were likely to have become street homeless without intervention
15. To maintain the accurate recording of resident contacts and feedback within statistical software packages.
16. To write case studies, support residents to complete their portfolios of learning and provide requested data for use in Accommodation Concern reports.
17. To comply with all Safeguarding; reporting all designated service delivery interventions and disclosures to management.
18. To adhere to the charity's policies and procedures.
19. To attend meetings and training as necessary.
18. Undertake any other reasonable tasks as requested by the CEO.

Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.

This job description may be subject to review in light of the developing organisation and in consultation with the post holder

Person Specification

Theme & Measure	Essential Criteria	Desirable Criteria
Education & Qualifications		
<i>CV, Interview & References</i>	GCSE level Maths & English or equivalent	Accredited Community Work Qualification Health & Social Care qualifications / relevant training
Experience		
<i>CV, Interview & References</i>	Substantial experience within one or more of the following: <ul style="list-style-type: none"> • Housing or homelessness services • Drug/alcohol support work/services • Mental Health services • Significant experience and skills in the delivery of diverse activities and support services for hard to reach and vulnerable adults Evidence of a successful track record of achievements against targets Experience of working effectively in partnership with and liaising with a range of stakeholders Practical experience of assessment, support planning, key working and advocacy with persons/groups requiring support	Experience of identifying, submitting and following safeguarding concerns
Knowledge and Understanding		
<i>CV & Interview</i>	Knowledge and abilities in using Microsoft Office	Knowledge and abilities in using www and social networking platforms

Theme & Measure	Essential Criteria	Desirable Criteria
	Proven track record of challenging homelessness, unemployment and poverty	Able to produce clear, concise and persuasive written reports and letters
	The ability to work with vulnerable people in difficult situations and handle challenging behaviour	Evidence of ability to undertake routine maintenance of accommodation (e.g. DIY and household repairs)
	Significant experience of working to improve the lives of disadvantaged members of the community	
	Experience in delivering a wide range of community interventions including: 1-2-1, group, community based, outreach, detached / street based and residential	
	Understanding of safe lone working methods	
	Well-developed negotiating, influencing and conflict resolution skills	
	Experience of: <ul style="list-style-type: none"> • Carrying out assessments • Implementing person centred support plans • Risk assessments and safety plans • Action planning/ reviews 	Experience of using quality assurance systems
Aptitudes and skills		
	Ability to proactively contribute towards positive outcomes for our residents including; <ul style="list-style-type: none"> • increased confidence; • protective behaviours, • improved wellbeing; • increased transferable life skills and knowledge; • and increased community volunteering 	
	Ability to engage, build and develop relationships with adults who are; living in poverty; disadvantaged; homeless; and or ex-offenders	

Theme & Measure	Essential Criteria	Desirable Criteria
	Ability to work independently	Experience of working with volunteer personnel
	Ability to work professionally, innovatively and diligently	
	Evidence of a successful track record of achievement against targets	
Personal Attributes		
<i>CV & Interview</i>	Excellent organisational and time management skills	
	Possess Self-Discipline	
	Exhibit professionalism and integrity	
	Ability to work effectively within a team	
	Ability to work flexible hours including evenings and weekends to meet the needs of the residents	
	Car driver, with access to use of a car: Ability to travel across Kettering and the surrounding areas	
	Commitment to co-production and ensuring our tenants are fully involved in the development of the service at all stages	
	Commitment to equal opportunities and anti-oppressive practice	
Excellent communication skills		

Reviewed April 2021