

## Support Service: Tenancy Services Supervisor

Advice, support and housing  
for a better tomorrow

### Job Description

<b>Post title</b>	<b>Tenancy Services Supervisor</b>
<b>Hours of work</b>	37.5 per week
<b>Salary</b>	£24,000
<b>Holiday entitlement</b>	23 days annual leave plus statutory bank holidays
<b>Based at</b>	Various Sites across North Northamptonshire
<b>Accountable to</b>	Business Development Manager
<b>Direct reports</b>	Tenancy Support workers

### Purpose of the Job

To be responsible for the day-to-day delivery of the Rough Sleeper Initiative flats and Supported Accommodation; to provide the line management of the the Tenancy Support team.

To be responsible for coordinating and providing a personalised, trauma informed support service to people with complex needs facing multiple exclusion in line with Housing First Principles.

To be responsible for coordinating and providing a person centred, strength based support service to create long term sustainable tenancies by increasing independence and maximising connectivity with the local community.

### Main Responsibilities

#### Service:

1. Operational management of service ensuring contract and financial compliance and adherence to policies and procedures.
2. Oversee requests and offers of accommodation carrying the final decision on placement.
3. To ensure the successful delivery of the service taking responsibility for achievement of targets to agreed timeframes
4. Collate required performance information for the team relating to the customer's progress to support evaluation of the approach.
5. Responsible for risk profile of area of responsibility and be able to demonstrate effective risk management.

6. Build relationships with professional services and other agencies to encourage partnership working and improve the long term sustainability of outcomes.
7. To encourage peer support in the service and provide effective support to those with lived experience.
8. Management of security firm providing out of hours' access to accommodation.
9. To ensure the safety of staff by appropriately managing lone working and ensuring all necessary safeguards are in place
10. To ensure that the Tenancy Support Service remains compliant and meets all regulatory requirements eg Health & Safety, Landlord responsibilities
11. To undertake a range of consultation and evaluation processes with clients as required.

**Own case load:**

12. Carrying own caseload across Supported Housing and an RSI flats.
13. Delivering wrap- around intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies or at supported accommodation.
14. Maintaining accurate up to date records on the chosen case management system of progress against individual support plans; safety plans and outcomes information.
15. Liaise with other agencies to facilitate access to support including Adult Social Care; Criminal Justice services; Health services; employment and training agencies.
16. Regularly review the person centred support plan to update, record and monitor progress of caseload.
17. Build and maintain networks with staff from other agencies to maximise the outcome for the client.
18. Perform robust assessments of referrals for the service to ensure the service is provided to those that meet the eligibility criteria.
19. To complete risk assessments and maintain own safety by following lone working procedures

20. To work flexibly to ensure that service delivery is achieved and adapt to engage clients within the working week.
21. To support clients in routine maintenance of accommodation by enabling them to report repairs and allow access for contractors.
22. Supporting clients to maintain their Occupancy Agreement by giving advice and support on budgeting, bill payments, dealing with neighbour disputes and the safety and security of the accommodation.
23. To support Clients to find new/permanent accommodation when they are ready to move on through Keyways/private lets etc.
24. To offer advice and practical assistance (by example) with domestic tasks when appropriate e.g. how to safely use an iron.

**Staff:**

25. Provide leadership and guidance to TSW's promoting a positive culture and partnership working.
26. Provide temporary cover for colleagues as required with a proactive review of house and client management. Oversee the TSW's scheduling of their workload to ensure that service delivery is maintained in a consistent way.
27. Provide a high level of guidance, support and case management for the Tenancy Support Workers. to deliver a forward-thinking professional service across all properties.
28. To proactively manage a team through:
  - timely and effective performance management;
  - coaching;
  - communication and feedback;
  - role-modelling attitudes, behaviours and expectations;
  - capturing the learning from mistakes and set-backs;
29. Showing effective and positive leadership through change, in order to support and develop your team to realise individual and team potential and ensure effective service delivery.
30. Setting key goals and targets and reporting into senior management.

**Other:**

31. To work and liaise with other colleagues to share information and to support best practice.

32. Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.
33. To refer clients to other colleagues /services to assist in meeting any identified needs and liaise and negotiate with relevant agencies.
34. Maintain up to date knowledge around this issues that may affect this cohort
35. To prepare statistical reports, written reports, case studies and any other feedback relevant to the service.
36. To undertake all relevant administrative tasks as necessary.
37. To adhere to the charity's policy and procedures; adhering to good practice Safeguarding procedures with a positive risk taking approach to ensure the wellbeing of vulnerable people.
38. To attend meetings and training as necessary.
39. Undertake any other reasonable tasks as requested by your Manager.

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**

### **Education & Qualifications**

#### *Essential*

GSCE level or equivalent in English & Maths

Relevant computer experience/IT qualification/ Level 2 IT qualification or equivalent experience (ECDL)

### **Experience**

#### *Essential*

Experience of managing and supervising staff; effectively coaching to enable creative problem solving

Experience of displaying patience and the ability to remain calm in stressful situations

Experience of having to be thorough and pay attention to detail

### **Knowledge and Understanding**

#### *Essential*

An understanding and knowledge of the Housing First model and belief in the values and principles

To have an understanding of the complex interdependencies of mental health and substance abuse and offending behaviour

High level of relationship skills:

- Empathy; caring;
- acceptance; mutual affirmation;
- an encouragement of responsible risk taking;
- supportive and constructive challenge
- positive expectation for the future

Experience of administration and recording procedures with the ability to audit case notes and gather required data to support full evaluation

Ability and commitment to working with vulnerable customer groups and people with complex needs – at a pace and way in which they choose to work

Knowledge and abilities in using Microsoft Office packages

Promote the rights, responsibilities and informed choice of the people receiving the service through reflective practice with the staff team

Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.

### **Aptitudes and skills**

#### *Essential*

Adaptability to changing and emerging needs, demonstrating flexibility and resilience in challenging situations

Ability to prioritise tasks, identify and work to deadlines and manage time effectively

To show leadership qualities; skills of a strong negotiator; ability to advocate and be diplomatic

Ability to work independently and within a team whilst working professionally, innovatively and diligently

Have attention to detail with high standards to work

## **Personal Attributes**

### *Essential*

Professional and value led with integrity, inclusivity and respect for diversity

An ability to work in uncertainty and maintain a positive approach.

Ability to work flexibly and when needed outside normal working hours

Ability to quickly build rapport; being persistent, determined and resilient

The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services

Ability to work across the area to meet service delivery demands when required

Professional curiosity with the ability and willingness to learn and apply learning in support delivery

Ability to challenge the status quo and influence others to change culture

To have a sense of humour, be personable and accept that things won't go as you think