

Tenancy Support Worker

Job Description

Post title	Tenancy Support Worker
Pension	3% Employer Contribution
Hours of work	37.5 hours per week
Salary	£26,227.50
Holiday entitlement	172.5 Hours (23 days) annual leave plus statutory bank holidays
Based at	Multiple locations across Northamptonshire
Accountable to	Supported Accommodation Manager
Direct reports	None

Purpose of the Job

This is not a role where you will be providing personal care to people, or supporting people with care needs to access the community.

This is a complex role supporting people with complex needs facing multiple exclusion, including substance abuse, mental health issues and contact with the criminal justice system, to be able to maintain their own tenancy.

You will have a cohort of residents with whom you will meet on a regular basis to provide person-centred, strength-based supportive keywork sessions to create long-term sustainable tenancies by increasing their independence and maximising connectivity with the local community.

All records are made electronically, so you need to have a high level of IT skills and time management to ensure you can record every contact with the clients you key work.

Main Responsibilities:

- Deliver wrap-around, intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies or in supported accommodation.
- Maintain accurate, up-to-date records on the electronic case management system of progress against individual support plans, safety plans and outcomes information.
- Liaise with other agencies to facilitate access to support including Adult Social Care, Criminal Justice services, Health services, and employment and training agencies. Build and maintain networks with staff from other agencies to maximise outcomes for the client.
- Regularly review the person-centred support plan to update, record and monitor progress of caseload.
- Perform robust assessments of referrals for the service to ensure the service is provided to those who meet the eligibility criteria.
- Promote, and encourage peer involvement within the service.
- Work closely with the Supported Accommodation Manager to select, interview and maintain an approved client intake list.
- Complete risk assessments and maintain own safety by following lone working procedures.

- Work flexibly to ensure that service delivery is achieved and adapt to engage clients within the working week.
- Support clients in routine maintenance of accommodation by enabling them to report repairs and allow access for contractors.
- Support 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.
- Support clients to find new or permanent accommodation when they are ready to move on through Keyways, private lets and other housing options.
- Offer advice and practical assistance, by example, with domestic tasks when appropriate, for example how to safely use an iron.

Other:

- Support the Supported Accommodation Manager to ensure that the Tenancy Support Service remains compliant and meets all regulatory requirements, including Health & Safety and landlord responsibilities.
- Work and liaise with colleagues to share information and support best practice, working collectively as a team to provide the best overall service.
- Provide temporary cover for colleagues as required, showing flexibility across time and planning management.
- Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.
- Refer clients to other colleagues and services to assist in meeting identified needs and liaise and negotiate with relevant agencies.
- Maintain up-to-date knowledge around issues that may affect this cohort.
- Prepare statistical reports, written reports, case studies and any other feedback relevant to the service.
- Meet defined objectives and targets relating to service delivery and specific project work.
- Undertake a range of consultation and evaluation processes with clients as required.
- Maintain and develop partnerships with a range of key stakeholders.
- Undertake all relevant administrative tasks as necessary.
- Adhere to the charity's policies and procedures.
- Adhere to good practice safeguarding procedures with a positive risk-taking approach to ensure the wellbeing of vulnerable people.
- Attend meetings and training as necessary.
- 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

Full training and induction will be provided to the successful candidate.

Education & Qualifications

Essential

- GCSE level or equivalent in English and Maths.
- Relevant computer experience/IT qualification/Level 2 IT qualification or equivalent experience (ECDL).

Experience

Essential

- A creative approach to problem solving, including getting and keeping people engaged and demonstrating empathy.
- Demonstrable coaching skills in promoting independence.

Knowledge and Understanding

Essential

- An understanding and knowledge of the Housing First model and belief in its values and principles.
- Understanding of the complex interdependencies of mental health, substance abuse and offending behaviour.
- High level of relationship skills including empathy, caring, acceptance, mutual affirmation, encouragement of responsible risk taking, supportive and constructive challenge, and positive expectation for the future.
- Experience of data collection, administration and recording procedures with the ability to maintain accurate case notes and organise own caseload to support evaluation.
- Ability and commitment to working with vulnerable customer groups and people with complex needs, at a pace and in a way in which they choose to work.
- Knowledge and abilities in using Microsoft Office packages.
- Ability to promote the rights, responsibilities and informed choice of people receiving the service, acting as an advocate to promote independence.
- Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.

Aptitudes and skills

Essential

- Ability to drive and have access to a car.
- Ability to quickly build rapport, being persistent, determined and resilient.
- 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.
- Leadership qualities, strong negotiation skills, and the ability to advocate and be diplomatic.
- Ability to work independently and within a team whilst working professionally, innovatively and diligently.

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, extending your day to no more than 1 hour either side of shift time. Any additional hours to be taken as part of the TOIL process. Any request beyond this is by agreement.
- 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.
- 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.