

Job Description

SECTION ONE – POST TITLE & SERVICE AREA	
Post Title: Tenancy Support Worker	Service Area: Housing Grade: Post Full Time Post number 332016930

SECTION TWO – MANAGEMENT RESPONSIBILITIES	
Responsible to: Supported Housing Manager	Responsible for:

SECTION THREE – PURPOSE OF THE JOB
<ul style="list-style-type: none">• To provide specialist housing support to meet the needs of applicants and tenants, some with complex needs, to enable them to establish and sustain a tenancy.• To work closely with colleagues and other agencies to identify and support those persons/groups that require specialist housing related support services in order to improve tenancy sustainability and reduce repeat homelessness.• To positively promote the tenancy support service and enable service users to have the confidence and capability to engage.• To identify the full range of support services available locally to ensure that persons/groups can be effectively signposted to the most relevant service should the tenancy sustainment service not be appropriate.• To work to break down the barriers which exist between agencies and service users.

SECTION FOUR – PRINCIPAL RESPONSIBILITIES

Tenancy Support Service

- Carry out a detailed Risk Assessment and Support Plan for all service users supported. The plan will assess immediate needs and will identify immediate, medium, and long-term goals.
- Provide agreed continuing support to service users.
- Engage with and build a professional and trusting relationship with service users.
- Encourage service users to be independent and self determined and assist them in reaching their full potential.
- Ensure that all work is carried out in a non-judgemental manner, is needs/service user led, and that professional boundaries and confidentiality are always maintained.
- Refer to the Supported Housing Manager for decision making approval while working out of the office.
- Work with the Housing Options Team to provide practical support to new service users that are moving into Council accommodation.
- Ensure service users have the basic skills required for independent living and maintaining their home.
- Work in partnership with colleagues in the Tenancy Services Team to ensure that service users comply with their tenancy agreement.
- Liaise effectively with a range of service providers to ensure that the appropriate services are available to service users.
- Ensure that service users claim all relevant benefits and take up opportunities for health improvement, training and employment, personal development and community interaction.
- Support service users who attend NNC tenancy training courses. This involves gathering suitable candidates, promoting the course, attending the sessions and helping the course tutors manage the sessions.
- Ensure that service users are aware of all their entitlements.
- Act as an advocate for service users when required.
- Plan detailed exit strategies in consultation with all service users who no longer require support.
- Maintain detailed case records using a specialist database (currently e-cins) in accordance with GDPR.

Outcomes Monitoring

- Maintain an outcomes monitoring tool for planning, monitoring and developing the tenancy sustainment service.

- Assist the Supported Housing Manager in setting and monitoring performance indicators for the tenancy support service and ensure that the service provided achieves the targets set.
- Identify and record persons/groups that require a level of support that is not currently able to be met locally and work towards meeting those needs.
- Set review dates to check back in with service users who are no longer being supported to ensure progress is as agreed in the exit strategy.
- Assist in the design and delivery of the service to ensure that services respond appropriately to service user needs.

Health and Safety

- Ensure that all work is carried out in conjunction with all corporate health and safety procedures.
- Ensure that vulnerable adults are safeguarded from abuse and that all relevant procedures are followed as appropriate.
- Support Plans and Risk Assessments must be carried out initially with every service user & updated at planned review dates & as necessary.
- Any concerns regarding health and safety must be reported to the Supported Housing Manager.
- Liaise as appropriate regarding the management and maintenance requirements of service users' homes.

Project Management

- To work with the wider team to map the full range of support services available locally & identify how best to access them.

General

- Work closely with community groups, statutory agencies and other organisations and develop these links to assist in the development of the tenancy sustainment service.
- Attend/hold meetings with staff, other agencies and service users.
- Prepare and present reports to all relevant forums as appropriate.
- Actively and positively promote the tenancy support service.
- Outline the proposals for the future development of the service.

Miscellaneous

- Ensure that all statutory requirements, standing orders, contract regulations, financial regulations and other relevant requirements are adhered to.
- Undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Supported Housing Manager.

Person Specification

Attributes	Essential	Desirable	How identified
Relevant Experience	<p>Minimum of 1 years experience of working in a similar post providing support</p> <p>Practical experience of assessment, support planning, key working and advocacy with persons/groups requiring support</p>	Experience of working effectively in partnership with and liaising with a range of stakeholders	Application form and interview
Education & Training	Hold a minimum of 2 A Levels or be able to evidence comparable skills of qualifications	Evidence of continuous professional development	Application form and certificates
Special Knowledge & Skills	<p>Experience of working with vulnerable people in difficult situations and managing challenging behaviour</p> <p>Ability to form and develop good working relations with colleagues and service users</p> <p>Excellent verbal communication and presentation skills</p> <p>Well-developed negotiating, influencing and conflict resolution skills</p> <p>Problem solving skills</p> <p>Good understanding of the issues concerning people with housing need and knowledge of relevant benefits and services</p> <p>Ability to work as part of a team</p> <p>Ability to work under own initiative and prioritise workload</p> <p>Ability to manage, update and report using records</p>	<p>Good ICT skills with experience of using the internet for research</p> <p>Able to produce clear, concise and persuasive written reports and letters</p> <p>Evidence of effective partnership working skills</p> <p>Able to work sensitively and effectively within a political environment</p>	Application form, interview and role play

	related to the duties of the post		
Attributes	Essential	Desirable	How identified
Additional Factors	<p>Work from principals that promote equality and diversity</p> <p>Belief in the ability of service users to reach their full potential</p> <p>Friendly, enthusiastic, trustworthy, hard working and motivated</p> <p>Full driving licence and access to a car for work</p> <p>Willing to work outside normal office hours as necessary</p>		<p>Application form, interview and role play</p> <p>As above and the Disclosure and Barring Service (DBS) application form</p>