



TENANCY SUPPORT WORKER

Job Description and Person
Specification

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP – JOB DESCRIPTION

This is a broad outline of what is expected of the postholder

POST TITLE: TENANCY SUPPORT WORKER
RESPONSIBLE TO: SUPPORT SERVICES MANAGER

KEY OBJECTIVES:

- To provide a range of support, specific to the service users' needs to help service users to maintain their tenancies and live independently for as long as possible.
- To provide SMART interventions to assist budgeting, accessing financial support and signposting to partner agencies (eg: CMHT and statutory services) whilst maintaining professional boundaries.
- To help prevent the risk of homelessness and/or service users moving into more specialist accommodation such as a residential care or at risk of tenancy failure due to financial/behavioural problems
- Provide short-term enablement support to service users, whilst also recognising the need to complete adhoc tasks "for" service users if no other support is available
- To access, fit and supply specialist aids and equipment when required
- To teach service users the independent living skills required to ensure that they are able to maintain their tenancy without ongoing support
- To collect and record service outcomes, benefit gains/social value measures and share knowledge/best practices

KEY RESPONSIBILITIES:

- Provide advice and guidance to service users on all areas related to maintaining their tenancy and ensuring that they are able to remain independent
- Work in partnership with Social Services and other statutory agencies to ensure the best outcomes for service users
- Work in partnership with all teams internally to ensure that the service user is able to maintain their tenancy

- Complete adhoc tasks 'for' service users on a temporary basis when no other support is available including (but not limited to):
 - Supporting removals team at Revive to assist service users to move house. Packing personal belongings, lifting boxes and moving furniture
 - Assisting service users in crisis. Collecting food parcels emergency prescriptions collections for service users when they have been discharged from hospital or are experiencing a period of ill health and have no next of kin
 - Helping to clear personal belonging in the homes of service users who have hoarding behaviours
 - Assisting service users to attend trips and social activities when they are unable to attend alone. Including but not limited to:
 - Pushing wheel chairs
 - Acting as a guide
 - Assisting service users to be discharged from hospital. Transporting them home from the hospital and ensuring that their basic needs are met
- Teaching independent living skills to service users through personalised one:one plans and group sessions.

These will include but are not limited to:-

- Travel training
- Cooking
- Cleaning
- Telephone skills
- Independent Living
- Accessing housing options (eg: HomePoint, private rentals)
- Assessing service users to establish a need for independent living equipment. Collecting, supplying and fitting the equipment.
- Assisting with rehoming/sourcing temporary accommodation for pets when required. Including transporting them to alternative accommodation.

CONTRACT ADMINISTRATION

- Demonstrate through data collection how the service users' reliance on acute services has reduced as a direct result of your support interventions.
- Keep accurate records of time spent with all service users and detailing each contact.
- Create specialist support plans for each service user *with 3 monthly progress reviews*
- Provide evidence of how service users on your case load are moving towards independence and present this at weekly team meetings.
- Create personalised teaching plans for service users to enable them to develop basic living skills.
- Using the IPAD and internal database for all record keeping
- Update central caseload spreadsheet (Excel file) when required

LIAISON & NETWORKING

- Work in partnership with Social Services, the Mental Health team and other statutory agencies
- Work closely with the home from hospital service at the British Red Cross
- Promote independent living sessions with other housing associations and external providers, to encourage the wider community to attend.

GENERAL RESPONSIBILITIES

- Work in partnership with Group colleagues to ensure that contractual outcomes are met.
- Have a good working knowledge of all other specialist areas and provide cover to other team members when demand dictates.
- To work a flexible working pattern, in order to maintain a responsive service.

- Continually keep up to date with changes in health and social care legislation, Benefit and Housing regulations/legislation.
- Treat all information and interviews as confidential.
- Report concerns around Safeguarding and abuse to the line manager
- Assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- Comply with the Group's Standing Orders, standards of probity relating to the Group's charitable status and Housing Corporation Regulation.
- To uphold, as an individual employee, the Group's Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Domestic Abuse Equal Opportunities and BME Policies
 - Safeguarding
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- To take responsibility for personal development, sharing knowledge and skills and learning from others.
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.
- To give your Manager assistance with any day to day functions within the Team.

THE WREKIN HOUSING GROUP

TENANCY SUPPORT WORKER – PERSON SPECIFICATION

QUALIFICATIONS:

- Care and Support qualification or equivalent is highly desirable
- Maths and English GCSE pass or Equivalent is essential
- ICT – Word, Excel, Outlook qualifications is essential

KNOWLEDGE, SKILLS AND EXPERIENCE

- Full drivers licence and have the use of a car with full business use is essential.
- Experience of working with people with vulnerabilities
- Extensive knowledge of the mental capacity act and its key principles.
- Significant experience of working in a support or tenancy sustainment environment
- Experience planning and delivering group sessions independently.
- Excellent knowledge of the local health and social care agenda.
- Excellent IT skills, confidence using all Microsoft packages including: Excel, PowerPoint and Word.
- Confidence working remotely from mobile devices including iPad's and Smart phones.
- Excellent communication skills, with the ability of managing conflict.
- Certain training/knowledge may be expected as part of any co expectations

HEALTH AND SAFETY

- Ability to carry out manual handling and lift weights of up to 20Kg
- Ability to work in various environments' including dusty and smoke stained properties.
- Ability to push service users in wheelchairs

COMPETENCIES

- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual values of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communication of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Assists in identifying problems, offering appropriate ideas to resolve them.
- Plans individual work tasks to meet deadlines. Keeps managers and other involved parties informed of progress
- Demonstrates judgement and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information

OTHER

- Work a flexible working pattern, including evenings and weekends when required
- All caseworkers will be based at HQ and expected to provide floating support to service users across entire business area