

## Support Service: Tenancy Engagement Worker

### Job Description

<b>Post title</b>	<b>Tenancy Engagement Worker</b>
<b>Hours of work</b>	37.5
<b>Salary</b>	£24,536.40
<b>Holiday entitlement</b>	23 days annual leave plus statutory bank holidays
<b>Based at</b>	Multiple locations across Northamptonshire
<b>Accountable to</b>	Tenancy Support Team Leader
<b>Direct reports</b>	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 (substance abuse/mental health issues/criminal justice system) to be able to maintain their own tenancy.

You will have a cohort of residents with whom you will meet with 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 will key work.

### Main Responsibilities

1. Delivering wrap-around intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies or at supported accommodation.
2. Maintaining accurate up to date records on the electronic case management system of progress against individual support plans; safety plans and outcomes information.
3. Liaise with other agencies to facilitate access to support including Adult Social Care; Criminal Justice services; Health services; employment and training agencies. Build and maintain networks with staff from other agencies to maximise the outcome for the client.

4. Regularly review the person-centred support plan to update, record and monitor progress of caseload.
5. Perform robust assessments of referrals for the service to ensure the service is provided to those that meet the eligibility criteria.
6. Promote, and encourage peer involvement within the service.
7. Work closely with the Tenancy Support Team Leader to select, interview and have an approved client intake list.
8. To complete risk assessments and maintain own safety by following lone working procedures
9. To work flexibly to ensure that service delivery is achieved and adapt to engage clients within the working week.
10. To support clients in routine maintenance of accommodation by enabling them to report repairs and allow access for contractors.
11. 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.
12. To support Clients to find new/permanent accommodation when they are ready to move on through Keyways/private lets etc.
13. To offer advice and practical assistance (by example) with domestic tasks when appropriate e.g. how to safely use an iron.

**Other:**

14. To support the Tenancy Support Team Leader to ensure that the Tenancy Support Service remains compliant and meets all regulatory requirements eg Health & Safety, Landlord responsibilities
15. To work and liaise with other colleagues to share information and to support best practice. To work collectively as a team to provide the best overall service.
16. Provide temporary cover for colleagues as required showing flexibility across time and planning management.
17. Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.

18. To refer clients to other colleagues /services to assist in meeting any identified needs and liaise and negotiate with relevant agencies.
19. Maintain up to date knowledge around this issues that may affect this cohort
20. To prepare statistical reports, written reports, case studies and any other feedback relevant to the service.
21. To meet defined objectives and targets relating to service delivery and specific project work.
22. To undertake a range of consultation and evaluation processes with clients as required.
23. To maintain and develop partnerships with a range of key stakeholders.
24. To undertake all relevant administrative tasks as necessary.
25. To adhere to the charity's policy and procedures
26. To adhere to good practice Safeguarding procedures with a positive risk taking approach to ensure the wellbeing of vulnerable people.
27. To attend meetings and training as necessary.
28. 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*

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

### **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 data collection, administration and recording procedures with the ability to maintain accurate case notes and organise own case load to support 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 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

- 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

## **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 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