

Tenancy Support Service: Senior Tenancy Support Worker

Advice, support and housing
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Job Description

Post title	Senior Tenancy Support Worker
Hours of work	37.5 per week
Salary	£26,000 - £28,000 (dependant on experience)
Holiday entitlement	23 days annual leave plus statutory bank holidays
Based at	Various Sites across Northamptonshire
Accountable to	Tenancy Support Team Leader
Direct reports	Tenancy Support Workers (TSW)

Purpose of the Job

To be responsible for the day-to-day delivery of the Supported Accommodation.

To provide the line management of the Tenancy Support team.

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.

To support the Tenancy Support Team Leader to ensure that the Tenancy Support Service remains compliant and meets all regulatory requirements e.g., Health & safety, Landlord responsibilities.

To be part of the Management On-Call Rota for out of office hours emergencies.

Main Responsibilities

Service:

1. Operational management of service ensuring contract compliance and adherence to policies and procedures.
2. Oversee requests and offers of accommodation contributing to the decisions on placements with the Tenancy Support Team Leader.
3. Support the Tenancy Support Team Leader with risk profile of clients/accommodation sites and demonstrate effective risk management.
4. Assist in crisis intervention and de-escalation techniques alongside the TSW and the resident.

5. Build & maintain relationships with professional services and other agencies to encourage partnership working and improve the long-term sustainability of outcomes.
6. To encourage peer support in the service and provide effective support to those with lived experience.
7. Support the Tenancy Support Team Leader to ensure the safety of staff by supervising lone working / safeguards are in place.
8. To support the Tenancy Support Team Leader to ensure the Tenancy Support Service remains compliant and meets all regulatory requirements e.g., Health & Safety, Landlord responsibilities.
9. To support the Tenancy Support Team Leader to undertake a range of consultation and evaluation processes with clients as required.

Own case load:

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

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

Staff:

23. Provide leadership and guidance to TSW's promoting a positive culture and partnership working.
24. 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.
25. 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.

Other:

26. To work and liaise with other colleagues to share information and to support best practice.
27. Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.
28. To refer clients to other colleagues /services to assist in meeting any identified needs and liaise and negotiate with relevant agencies.
29. Maintain up to date knowledge around this issues that may affect this cohort.
30. Engage in continuous professional development to enhance knowledge and skills in mental health support.

31. To prepare reports, case studies and any other feedback relevant to the service.
32. To undertake all relevant administrative tasks, as necessary.
33. 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.
34. To attend meetings and training, as necessary.
35. 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 working within Supported Accommodation provisions.
- Experience of managing or 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.
- Understanding of mental health conditions, symptoms, and treatment approaches.
- Knowledge of common interventions and coping strategies for supporting individuals with mental health challenges.
- Awareness of the impact of stigma and discrimination on individuals with mental health conditions.
- Ability to identify and assess individuals in crisis, and provide appropriate support and intervention.
- Knowledge of risk assessment techniques and protocols to ensure safety.
- Competence in de-escalation techniques and managing challenging behaviours.
- Developing and implementing individualised personal plans in collaboration with the multidisciplinary team.
- 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.
- To show leadership qualities; skills of a strong negotiator; ability to advocate and be diplomatic.
- Ability to prioritise tasks, identify and work to deadlines and manage time effectively.
- The ability to solve problems, de-escalate crisis situations and cope with stress.
- An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour.
- Demonstrate being able to remain calm in stressful situations and recognise the boundaries of own role.
- 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.