

## Job Description

Job Element	Detail
<b>Job Title:</b>	Tenancy Support Worker (Housing First Stoke-on-Trent)
<b>Responsible to:</b>  <b>Working within:</b>	Housing First Manager  Housing First Team: Service Co-ordinators, Property Broker, Tenancy Support Worker, Specialist Homeless Women’s Worker, Peer Mentors (Expert Citizens), Project Assistant (Expert Citizens)
<b>Scheme/Location:</b>	Housing First based within Brighter Futures offices in Stoke-on-Trent, and mobile working in customers own homes and in other locations around the city.  Due to Covid-19, agile working is currently in place, with team members working from home and in the community. Minimal office access is available subject to safe working practices, government guidance and legislation.
Housing First is a pilot scheme incorporating learning and development, so the detail of this job description may be subject to change in consultation with the post-holder.	
<b>Main Purpose</b>  <b>(Overall objectives of the post)</b>	<p style="text-align: center;"><b><i>* passionate * creative * equal * empowering * sustainable</i></b></p> <ol style="list-style-type: none"> <li>1. You will work creatively to build trust and engage effectively with people with high needs and histories on entrenched or repeated homelessness.</li> <li>2. You will deliver an excellent customer focussed strengths-based service in line with Brighter Futures values, policies and procedures</li> <li>3. You will ensure that adults with multiple and complex needs are supported to set up and maintain their own tenancy</li> <li>4. You will support customers within their properties to assess their own needs, design and deliver tenancy support plans which help them achieve their goals and aspirations and which build upon their individual strengths.</li> <li>5. You will help with the delivery of a service co-ordination plan for customers intended to reduce harm, address immediate needs, and provide practical support eg to attend appointments.</li> <li>6. You will work closely with frontline staff providing services to your customers to help them receive the service they need, and you will work closely with Expert Citizens peer mentors to ensure we are providing a joined-up service.</li> <li>7. You will contribute to the assessment and management of risk, following a risk management plan designed wherever possible to promote customer inclusion.</li> <li>8. You will embed a psychologically informed service and environment that recognises the impact of trauma, and constantly seeks to remove and break</li> </ol>

	<p>down barriers that may adversely prevent customers from moving forward positively</p> <p>9. You will contribute the development of good practise and positive systems change; e.g. through case studies, sharing of learning, maintaining accurate data, and by championing the Housing First principles:</p> <ul style="list-style-type: none"> <li>- People have a right to a home</li> <li>- Flexible support is provided for as long is needed</li> <li>- Housing and support are separated</li> <li>- Individuals have choice and control</li> <li>- The service is based on people’s strengths, goals and aspirations</li> <li>- An active engagement approach is used</li> <li>- A harm reduction approach is used</li> </ul>
<b>Duties &amp; Responsibilities</b>	
<p>1. Assessment &amp; Support Planning</p>	<ul style="list-style-type: none"> <li>• Use empathy, resilience and effective communication to find ways to engage with each unique individual that you support</li> <li>• Use creative approaches to engagement, which will include working safely in non-traditional settings eg shopping, walking etc.</li> <li>• Assess needs and agree tenancy support plans in a timely way in line with casework standards and Brighter Futures values</li> <li>• Develop effective and co-operative relationships with partner agencies</li> <li>• Complete and update risk assessments and deliver support in line with risk management plans</li> </ul>
<p>2. Provision of tenancy support</p>	<ul style="list-style-type: none"> <li>• Support customers to understand and adhere to their tenancy or licence agreement</li> <li>• Provide tailored support to help customers sustain their tenancy; and develop both their confidence, self -esteem and skills to maintain their tenancy and home</li> <li>• Develop bespoke tenancy support plans and provide tenancy support services to maximise customers` prospects of sustaining their tenancy.</li> <li>• Support customers to maximise their household income through helping with claims for housing benefit, universal credit and relevant benefits.</li> <li>• Provide customers with support with budgeting and financial inclusion</li> <li>• Provide regular welfare/ wellbeing checks of customers</li> <li>• Encourage and coach customers to be a good neighbour and make a positive contribution to their community, so that they can recognise their rights and responsibilities, and incorporate relevant needs and risks into their service co-ordination plan</li> <li>• Work collaboratively as a team to ensure that each customer has the best opportunity to have a sustainable tenancy, and gets the best experience of customer service</li> <li>• Keep accurate, timely, and concise records in accordance with case work standards using the tools provided for the purpose</li> </ul>
<p>3. Security, Health &amp; Safety</p>	<ul style="list-style-type: none"> <li>• Contribute to ensuring a clean and safe environment in line with health and safety, building safety and fire safety policies and procedures.</li> <li>• For properties where Brighter Futures is landlord, liaise with the Housing Management team to ensure Brighter Futures effectively discharges its</li> </ul>

	<p>responsibility as a landlord, including conducting regular checks of building safety and fire equipment</p> <ul style="list-style-type: none"> <li>• Support the customer to report any repairs promptly to their landlord, and support the customer to enable maintenance work to take place (eg clearing a room, arranging to be at home or away as appropriate)</li> <li>• Support customers to understand any potential action related to their tenancy or licence agreement, and support them to take required steps to avoid further action</li> <li>• Inform the customer’s landlord or agent of any changes, such as a customer wishing to give notice, or a change in circumstances affecting benefits and HB payments</li> <li>• Support customers to provide any necessary evidence for HB/UC purposes</li> <li>• Ensure lone working is safe and in line with policy.</li> <li>• Ensure working methods are safe and in line with policy.</li> <li>• Work in constructive ways with customers to avoid abandonments, tenancy failure and unplanned exits</li> </ul>
<p>4. Safeguarding &amp; Protection from Abuse</p>	<ul style="list-style-type: none"> <li>• Contribute to the assessment and management of risk, following a risk management plan designed wherever possible to promote customer inclusion.</li> <li>• Proactively identify and report concerns in relation to safeguarding, and provide written reports of concerns and actions taken</li> <li>• Maintain professional boundaries, supporting colleagues and customers to do likewise</li> <li>• Ensure that customers are protected from abuse working with relevant agencies where necessary</li> </ul>
<p>5. Customer Involvement &amp; Empowerment</p>	<ul style="list-style-type: none"> <li>• Ensure that customers are consulted on all aspects of the service they receive and are able to take part in consultations and can influence and co-design service improvement and development.</li> <li>• Embed a psychologically and trauma informed culture and environment within the service that enables people to thrive</li> <li>• Ensure that responses to customers’ enquiries, suggestions, compliments, or complaints are prompt and in accordance with relevant policies and procedures</li> <li>• Work closely with peer mentors to ensure that customers receive support from someone with lived experience</li> <li>• Encourage customers to participate in customer engagement opportunities, including volunteering and peer mentoring</li> </ul>
<p>6. Fair Access, Diversity &amp; Inclusion</p>	<ul style="list-style-type: none"> <li>• Ensure that every customer has equality of opportunity and that no one is disadvantaged in their access into or exit from the service.</li> <li>• Challenge as appropriate other staff and customers’ oppressive practice or stereotyping.</li> <li>• Ensure that customers understand the terms and conditions of their licence/tenancy agreement and take action as appropriate where they do not.</li> <li>• Ensure that customers’ needs are properly assessed and responded to in ways which respect their personal needs and preferences.</li> </ul>

<p>7. Monitoring, Evaluation and Best Practice</p>	<ul style="list-style-type: none"> <li>• Contribute to the development of good practice and positive systems change through case studies, sharing of learning, maintaining accurate data, and by championing the Housing First principles</li> <li>• Provide qualitative information about customer stories; such as <ul style="list-style-type: none"> <li>○ Written, audio, video or multi-media case studies</li> <li>○ Supporting Expert Citizens and other volunteers to understand customers' stories</li> <li>○ Articles for Brighter Futures and VOICES website, social media channels, and newsletter</li> <li>○ Examples of good practice</li> </ul> </li> <li>• Ensure that we are able to provide data to funders and other agencies by maintaining accurate and timely information using the tools provided</li> <li>• Participate in presentations, workshops, or other activities to further our objectives for systems change and to champion Housing First</li> <li>• Contribute positively within your role to the achievement of project objectives and continuous improvement</li> </ul>
<p>8. General</p>	<ul style="list-style-type: none"> <li>• You will work in the community with a high degree of autonomy including the development and use of co-location opportunities to aid joint working</li> <li>• Take responsibility for your professional development and learning</li> <li>• Attend all required training and complete all elements of courses and assignments to a satisfactory standard.</li> <li>• Undertake regular casework supervision and reflective practice sessions</li> <li>• Seek support from your line manager when required.</li> <li>• Carry out other reasonable duties as specified from time-to-time by management</li> <li>• Take responsibility for your own and others health and safety (including regular consideration of the opportunity for Clinical Supervision)</li> <li>• Follow all organisational policies and procedures at all times</li> <li>• Work proactively to promote appropriate and meaningful customer engagement in all aspects of our work</li> </ul>
<p><b>Scheme Specific Tasks, Behaviour &amp; Competences:</b></p>	<ul style="list-style-type: none"> <li>• You will be required to travel and have access to your own vehicle to work across a number of properties within Stoke-on-Trent and Staffordshire (this may include some neighbouring areas as required in the future as appropriate) which could include some weekends and evening work.</li> <li>• Behaviour embodies Brighter Futures values and is within the Code of Conduct.</li> <li>• Demonstrate the competencies and behaviours set out in the Competency Framework.</li> <li>• Work to Brighter Futures aims, values, policies and procedures.</li> </ul>
<p><b>Hours of Work:</b></p>	<p>37 hours per week - Monday to Sunday –Includes some evenings and weekends. - flexible hours are a requirement of the post – usually between 8am-8pm (over 5 days out of a 7 day period) based upon service requirements</p>
<p><b>Salary &amp; Benefits:</b></p>	<p>Salary: £18,589.60 - £19,881.24 per annum 27 days annual leave plus 8 additional days Scottish Widows Personal Pension Plan Life Assurance (Attached to the Pension Plan) Group income protection (Attached to the Pension Plan) Health Care Cash Plan Scheme Occupational Sick Pay Staff Counselling Service</p>

## Person Specification – Tenancy Support Worker (Housing First)

We want the post holder to demonstrate the following to a high level and use them in their work.

<ul style="list-style-type: none"> <li>▪ <b>Communication &amp; Clarification</b></li> <li>▪ <b>Creativity, Innovation &amp; Adaptability</b></li> <li>▪ <b>Commitment &amp; Customer Focus</b></li> <li>▪ <b>Relationship &amp; Team Working</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Respect, Integrity &amp; Open-mindedness</b></li> <li>▪ <b>Accountability, Self-Reflection &amp; Development</b></li> <li>▪ <b>Engaging with and Supporting change</b></li> </ul>
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Please use the job application form to demonstrate your capabilities in relation to each of the criteria listed in Sections 1, 2 & 3 below (addressing each point in order). Use the answers to show how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

	<b>Essential or Desirable?</b>	<b>How Assessed? (A=Application Form / B= Interview/C=Test)</b>
<b>1. Specific Qualification, Experience and Track Record</b>		
1.1 GCSE grade A to C including English and Numeracy or an NVQ Level 2 qualification	Essential	A
1.2 Experience of supporting customers to achieve outcomes through support plans	Essential	A, B
1.3 Experience of working in line with risk assessments and risk management plans	Essential	A, B
1.4 Able to establish good working relationships with colleagues and customers, demonstrate emotional intelligence and have a high degree of empathy	Essential	B
1.5 Able to establish appropriate networks and communicate effectively with external agencies	Essential	B
<b>2. Special Knowledge and Requirements</b>		
2.1 Knowledge of a range of policies relevant to working with vulnerable groups and people with multiple needs	Desirable	A
2.2 Understanding of barriers and motivators to change	Desirable	A, B
2.3 Effective communication skills, oral and written.	Essential	A, B, C
2.4 Knowledge of windows-based software, including Word, Excel, e-mail and the internet.	Essential	A, C
2.5 Ability to establish and maintain clear boundaries with customers	Essential	B
2.6 Ability to plan, prioritise activities and manage own workload		
<b>3. Additional Job Requirements</b>		
3.1 Ability to remain calm under pressure and difficult situations	Essential	A, B
3.2 Must be self-motivated, assertive and resilient with a positive can-do approach.	Essential	A, B
3.3 Strong commitment to equality and diversity.	Essential	A, B
3.4 Must be able to demonstrate a commitment to our Values.	Essential	A, B, C
3.6 Flexibility required to work evenings and weekends	Essential	A
3.5 Ability to drive and have own transport	Essential	A

**Core Competencies – Level 3 – 4  
(Up to Service Co-ordinators)**

	<b><u>Descriptor</u></b>
<b>Communication and Clarification</b>	Presents clear messages using a range of techniques. Identifies active listening as a key component to effective communication. Appropriately influences others. Is concise and persuasive with a wide range of audiences. Effectively promotes Brighter Futures values, purpose and services.
<b>Creativity, Innovation &amp; Adaptability</b>	Proactively sources and develops ideas. Solves problems, bringing improvements to services and resources. Modifies style and approach to achieve goals and effectiveness.
<b>Commitment &amp; Customer Focus</b>	Committed to and focused on the views and needs of customers and other stakeholders. Ensures that customer needs are at the core of Brighter Futures service provision and take a non-judgemental approach to issues. Remains resilient and positive in seeing things through.
<b>Relationships &amp; Team Working</b>	Develops and maintains positive relationships with a variety of people. Appropriately networks internally and externally for the benefit of Brighter Futures, its services and customers. Displays self-awareness, respect and integrity in all relationships.
<b>Respect, Integrity &amp; Open Mindedness</b>	Understands and works within Brighter Futures commitment to equality and diversity. Respects and values the diversity of colleagues, customers and the wider operational environment. Understands and respects other people's points of view. Demonstrates commitment to enhancing and developing Brighter Futures services in line with principles of equality and diversity.
<b>Accountability, Self-Reflection &amp; Development</b>	Takes ownership, meets responsibilities and honours commitments. Is open and committed to continuous development. Applies new information and learns from experiences. Shares knowledge and learning and recognises own strengths and areas for development. Is open to receiving feedback about own performance. Can identify and discuss own mistakes and failings and takes steps to rectify them to improve performance. Presents a calm, competent and professional image to customers and other employees.
<b>Engaging with and supporting Change</b>	Is proactive, responsive and adaptable. Inspires others to positively engage with changes. Constructively and appropriately challenges change appreciating Brighter Futures need to remain flexible and break from tradition for the benefit of the customers and the mission of the organisation. Remains resilient and sees things through and is able to remain effective under pressure.