

Job Description

Job Element	Detail
Job Title:	Tenancy Support Worker (scheme-based hostels/ supported accommodation & associated satellite properties)
Responsible to: Responsible for:	Operational Manager
Scheme/Location:	No. 90 Hope Street / Furlong Court –in Stoke-on-Trent
Main Purpose (Overall objectives of the post)	<p><i>* passionate * creative * equal * empowering * sustainable</i></p> <ol style="list-style-type: none"> 1. To deliver an excellent customer focussed strengths -based service in line with Brighter Futures values, policies and procedures 2. Ensure that adults with multiple and complex needs are supported to enable them to positively move-on in a planned way into their own home. 3. Support customers 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. 4. Contribute towards the scheme/service achieving its performance targets and outcomes. 5. Ensure that properties are let in a timely manner and that tenants/ customers are aware of their rights and obligations in line with their occupancy agreements 6. Embed a psychologically informed service and environment that recognises the impact of trauma, and constantly seeks to remove and break down barriers that may adversely prevent customers from moving forward positively. 7. Effectively communicate and make sure that accurate information, data is recorded, secure and available when required as appropriate. 8. To promote customer participation, co-production and active involvement in service design, delivery and wellbeing. 9. Ensure that all working / communal areas and accommodation units are safe and clean at all times to try to mitigate and reduce risks in line with current health and safety policies, procedures and legislation. 10. Support colleagues and partner agencies to contribute to the development and delivery of the service in the best interests of customers and Brighter Futures.

Duties & Responsibilities	
1) Assessment & tenancy Support Planning	<ul style="list-style-type: none"> • Assesses needs and agrees tenancy support plans in a timely way in line with casework standards and Brighter Futures values. • Develop effective and co-operative relationships with partner agencies. • Completes and updates risk assessments and deliver support in line with risk management plans.
2) Provision of tenancy Support	<ul style="list-style-type: none"> • Provide tailored support to help customers sustain their tenancy; and develop both their confidence, self -esteem and skills to maintain their tenancy and home. • Develop bespoke tenancy support plans and provide tenancy support services to maximise customers` prospects of sustaining their tenancy. • Support customers to maximise their household income through helping with claims for housing benefit, universal credit and relevant benefits. • Work with other agencies to secure specialist help and support, and to encourage customers with social engagement, employment/ education and training skills development in line with assessed needs and aspirations. • Provide regular welfare/ wellbeing checks of customers • Make effective use of the accommodation units to meet the changing needs of customers
3) Security, Health & Safety	<ul style="list-style-type: none"> • Contribute to ensuring a clean and safe environment in line with health and safety, building safety and fire safety policies and procedures. • Liaise with the Housing Management team to ensure Brighter Futures effectively discharges its responsibility as a landlord, including conducting regular checks of building safety and fire equipment • Report any repairs promptly, and support customers to enable maintenance work to take place • 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 • Inform Housing Management Team of any changes such as a customer wishing to give notice, or a change in circumstances affecting benefits and HB payments • Support customers to provide any necessary evidence for HB purposes • Ensure lone working is safe and in line with policy. • Ensure working methods are safe and in line with policy. • Work in constructive ways with customers to avoid abandonments, tenancy failure and unplanned exits
4) Safeguarding & Protection from Abuse	<ul style="list-style-type: none"> • Report concerns and provide written reports detailing safeguarding concerns and actions taken. • Support and advise other staff on professional boundaries and conduct and report issues of concern as appropriate. • Work with partners to ensure that customers and staff are protected from abuse, incidents are responded to and plans implemented.

	<ul style="list-style-type: none"> • Operate professional boundaries and support others to do so. • Ensure customers understand how they will be protected from abuse.
5) Customer Involvement & Empowerment	<ul style="list-style-type: none"> • Empower customers by supporting their thinking and decision making and helping them get in touch with their ability to do what they need to achieve their goals. • Ensure the information that customers need is readily available for them and distributed to them as soon as possible. • 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. • Embed a psychologically and trauma informed culture and environment within the service that enables people to thrive
6) Fair Access, Diversity and Inclusion	<ul style="list-style-type: none"> • Ensure that every customer has equality of opportunity and that no one is disadvantaged in their access into or exit from the service. • Challenge as appropriate other staff and customers' oppressive practice or stereotyping. • Ensure that customers understand the terms and conditions of their licence/ tenancy agreement and take action as appropriate where they do not. • Ensure that customers' feedback, suggestions or complaints are responded to promptly and appropriately and in accordance with policies and procedures. • Ensure that customers' needs are properly assessed and responded to in ways which respect their personal needs and preferences.
7) Competences & Training	<p>Take responsibility for your own training and development. Attend training days booked and complete all elements of courses and assignments to the agreed standard. Undertake regular casework reviews and reflective practice</p>
Targets:	<p>Relevant contractual/scheme/ customer targets and outcomes. Partners and stakeholders maintain confidence in the scheme/ company. Minimise voids, evictions, abandonments and exclusions Maximise value for money</p>
Scheme Specific Tasks:	<p>We may require you to work across the schemes noted within Stoke-on-Trent which could include weekends and evening work. The scheme in which you are placed (for the majority of your time) will provide you with a scheme specific induction.</p>
Behaviour & Competences:	<p>Behaviour embodies Brighter Futures values and is within the Code of Conduct. In line with policies and philosophies.</p>
Hours of Work:	<p>32.4 hours per week - Monday to Sunday – Includes evenings and weekends on a rolling rota basis.</p>
Salary & Benefits:	<p>Salary: Level 2+ £19,702.56 (pro rata to £17,270.10 per annum) 27 days annual leave plus 8 additional days Scottish Widows Personal Pension Plan</p>

	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
--	---

**Person Specification – 90 Hope Street & Furlong Court (Associated Satellite Properties) Stoke-on-Trent -
Tenancy Support Worker**

We want the post holder to demonstrate the following competencies to a high level and use them in their work. We will be looking for evidence of the following key competencies during the selection process, if you are shortlisted

<ul style="list-style-type: none"> • Communication and Clarification • Creativity, Innovation and Adaptability • Commitment and Customer Focus • Relationship and Team Working 	<ul style="list-style-type: none"> • Respect, Integrity and Open-Mindedness • Accountability, Self-Reflection & Development • Engaging with and Supporting Change
--	--

Although we are keeping direct experience / knowledge requirements to a minimum, we need you to use the job application form to demonstrate your capabilities in relation to each of the essential criteria listed in sections 1, 2 and 3 below. 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.

		Essential or Desirable ?	How Assessed? (A=Application Form / B= Interview / C=Test)
1. Specific Qualification, Experience and Track Record			
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	Essential	B
1.5	Able to establish appropriate networks and communicate effectively with external agencies	Essential	B
2. Special Knowledge and Requirements			
2.1	Knowledge of a range of policies relevant to working with vulnerable groups and people with complex 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
3. Additional Job Requirements			
3.1	Ability to remain calm under pressure and difficult situations		
3.2	Must be self-motivated 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
3.5	Ability to drive and have own transport	Desirable	A

Core Competencies (Level 1 – 2) (Trainees/Apprentices/Staff)

	<u>Descriptor</u>
Communication and Clarification	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.
Creativity, Innovation & Adaptability	Proactively sources and develops ideas. Solves problems, bringing improvements to services and resources. Modifies style and approach to achieve goals and effectiveness.
Commitment & Customer Focus	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.
Relationships & Team Working	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.
Respect, Integrity & Open Mindedness	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.
Accountability, Self-Reflection & Development	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.
Engaging with and Supporting Change	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.