

## APPENDIX 1 - Job Description Tenancy Support Worker

<b>Post Title</b>	Tenancy Support Worker Turning the Tide	<b>Grade</b>	Scale 5
<b>Post No</b>		<b>Other Payments</b>	N/A
<b>Directorate</b>	Development	<b>Hours of work</b>	37 hours per week
<b>Team</b>	Customer Services	<b>Contract Period</b>	2 years fixed term contract
<b>Responsible to</b>	Housing Services Manager	<b>Supervisory Responsibility for</b>	N/A

<b>Job Purpose</b>
<p>To support a case load of vulnerable tenants across all client groups who are at high risk of tenancy failure to maximise their independence and minimise the risk of tenancy breakdown within both the social and rented sectors and the homeless.</p> <p>Deliver a support service and co-ordinating packages of support for customers with complex needs such as mental health, drug or alcohol misuse issues, offenders and rough sleepers.</p>
<b>Responsibilities and Duties</b>
<ul style="list-style-type: none"> <li>▪ To support tenants and prospective tenants, including those with complex needs such as mental health, drug or alcohol misuse issues, offenders and rough sleepers to improve their quality of life and their ability to manage their tenancies successfully by the provision of assertive and responsive tenancy support</li> <li>▪ Using a personalised approach undertake assessments of all new referrals developing an individual programme of support, 'Support Plan', for each case with the objective of promoting and encouraging independence and ensuring tenancy sustainment</li> <li>▪ Co-ordinate multi agency joined up Support Plans that give solutions to: Access to accommodation, pre-tenancy training, work readiness, engagement and relevant health services, volunteering, Job Club, CV writing and interviewing techniques, physical activity and life skills training</li> <li>▪ Regularly review the Support Plan, monitor outputs and work closely with key statutory and voluntary agencies to ensure that the support needs of the tenant are met</li> <li>▪ Ensure take up of Housing and other welfare benefits, providing support and assistance to ensure income is maximised where appropriate</li> <li>▪ Assist tenants with developing budgeting skills and promote regular rent/bond/credit union payments as appropriate</li> <li>▪ Undertake short term intensive work with tenants whose tenancies are at immediate danger of failing</li> </ul>

- Keep up to date with the latest development and initiatives in relation to the range of presenting support needs
- Maintain and build on the network of relationships with other agencies to refer people on for longer term support
- Prepare and maintain appropriate and contemporaneous case files
- Keep up to date records of client progress
- Attend multi-agency meetings where appropriate. This will include amongst others: Child in Need, Child Protection, MAPPA, MARAC and ASB groups
- To effectively deal with customer enquiries/complaints
- To undertake such other duties commensurate with the grading and responsibility of the post as may be necessary for the efficient and effective operation of the Service
- To undertake personal training and development in accordance with service requirements as identified through appraisal and in accordance with professional requirements
- Promote equality of opportunity and valuing diversity within the service
- To support, champion and enhance the competencies and behaviours in the Housing Services Team that are consistent with the culture at Fylde Council
- To ensure that the Housing Services Team works effectively with partner organisations in the local community and across the region
- To ensure that the Housing Services Team remains an integral part of the 'one council, one team' approach at Fylde working effectively with all other service areas.

**Prepared By: Kirstine Riding**

**Date: February 2017**

# Person Specification

POST TITLE: Tenancy Support Worker – Turning the Tide

DIRECTORATE: Development

POST NO:

COMPETENCIES (All competencies listed are <u>essential</u> to the post)	METHOD OF ASSESSMENT
<b>CUSTOMER FOCUS</b> <ul style="list-style-type: none"> <li>• Treats employees as customers</li> <li>• Puts the customer first and values the customer in everything they do</li> <li>• Is professional, polite and friendly at all times</li> <li>• Appreciates the customer is the only reason there is a job</li> <li>• Challenges whether the existing ways of doing things meet customer need</li> </ul>	Application form / interview
<b>WORKING TOGETHER</b> <ul style="list-style-type: none"> <li>• Promotes effective working across different service areas</li> <li>• Accepts and provides constructive challenge</li> <li>• Is an effective team player</li> <li>• Demonstrates the ability to learn from others</li> <li>• Focuses on solutions rather than problems</li> <li>• Works with others to deliver great performance</li> </ul>	Application form / interview
<b>EFFECTIVE COMMUNICATION</b> <ul style="list-style-type: none"> <li>• Clearly explains the reasons for decisions made</li> <li>• Open, honest and transparent in all communications</li> <li>• Champions success at every opportunity</li> <li>• Demonstrates the ability to listen and understand</li> <li>• Never 'bad mouths' the organisation</li> <li>• Contributes to feedback and engagement at work</li> </ul>	Application form / interview

COMPETENCIES (All competencies listed are <u>essential</u> to the post)	METHOD OF ASSESSMENT
<b>PRIDE &amp; INTERGRITY</b> <ul style="list-style-type: none"> <li>• Demonstrates enthusiasm and personal commitment</li> <li>• Takes pride in working for Fylde Council</li> <li>• Enjoys the work they do in their chosen career</li> <li>• Has respect for others at all times</li> <li>• Appreciates and values the opinion, interests and views of others</li> <li>• Always represents Fylde in a positive manner</li> </ul>	Application form / interview
<b>STRONG LEADERSHIP MANAGEMENT</b> <ul style="list-style-type: none"> <li>• Is always accessible and approachable</li> <li>• Leads by example and always displays a positive attitude</li> <li>• Motivates, encourages and supports others to achieve their best</li> <li>• Has a strong focus on doing what is best for the organisation</li> <li>• Manages change as part of the 'day job'</li> <li>• Makes creative suggestions about how to do things better</li> </ul>	Application form / interview

QUALIFICATIONS	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> <li>• Minimum 5 GCSE's @ A – C including English and Maths</li> </ul>	E	Application form / interview
<ul style="list-style-type: none"> <li>• Professional qualification in housing or a related discipline</li> </ul>	E	

SKILLS / KNOWLEDGE / EXPERIENCE	ESSENTIAL/DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> <li>• Significant experience of delivering a tenancy support front line service to homeless and vulnerable households, including those with chaotic lifestyles and complex needs</li> </ul>	Essential	Application form / interview
<ul style="list-style-type: none"> <li>• Proven experience of assessment interviewing and managing a diverse and demanding caseload</li> </ul>	Essential	Application form / interview
<ul style="list-style-type: none"> <li>• Experience of working with data information systems</li> </ul>	Essential	Application form / interview
<ul style="list-style-type: none"> <li>• Experience of lone working on a one to one basis with a vulnerable client group sometimes with complex needs</li> </ul>	Essential	Application form / interview
<ul style="list-style-type: none"> <li>• Working knowledge of the benefits system as it applies to the client group</li> </ul>	Essential	Application form / interview

<ul style="list-style-type: none"> <li>• Experience of providing responding to queries from people facing housing difficulties, interviewing applicants and providing a high standard of tenancy support to prevent homelessness</li> </ul>	Essential	Application form / interview
<ul style="list-style-type: none"> <li>• Experience of assisting clients to access housing within either the private or social rented sector</li> </ul>	Essential	Application form / interview
<ul style="list-style-type: none"> <li>• Knowledge of the work of the statutory, voluntary and private sector agencies and the role of tenancy support</li> </ul>	Desirable	Application form / interview
<ul style="list-style-type: none"> <li>• Experience of negotiating with organisations to resolve issues impacting on an applicant's tenancy sustainment or re-housing options</li> </ul>	Desirable	Application form / interview
<ul style="list-style-type: none"> <li>• Knowledge of the legislative framework and best practice guidance surrounding tenancy support for complex needs clients</li> </ul>	Desirable	Application form / interview
<ul style="list-style-type: none"> <li>• Willingness to provide effective cover across the wider Housing Team</li> </ul>	Desirable	Application form / interview

<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• Good interviewing skills</li> <li>• Good negotiation skills</li> <li>• Good investigation skills</li> <li>• Maintain accurate and up to date records of actions taken</li> <li>• Maintain and collate statistical information relevant to the service for annual returns, performance information and service planning</li> <li>• Maintain operational understanding of relevant computer systems</li> <li>• The ability to demonstrate a positive and constructive attitude</li> <li>• Ability to work under pressure, meet deadlines and achieve challenging objectives</li> <li>• Adhere to the Whistle Blowing Policy</li> <li>• Car user/full driving licence</li> </ul>
<p><b><u>DATED: February 2017</u></b></p>