

Job Description

Job Title	Tenancy Support Worker
Salary Scale	SCP 12 -17 (£22,183 - £24,491)
Location	Based at varying offices and properties owned and managed by Mind Monmouthshire across the county and within Monmouthshire County Council office in Usk.
Contract hours	37 – fixed term until 31 March 2023
Responsible to	Project Lead – TASL Service
Expenses	Expenses incurred in carrying out the duties of the post will be reimbursed including travel to work places other than your primary workplace.

Job Purpose

To provide practical support to service users living in a variety of tenures who are vulnerable in terms of mental health and who are at risk of losing their tenancy, or otherwise diminishing their quality of life as a result of their mental health issues.

To work in a person-centred way, ensuring rights and entitlements of service users are respected.

To support and challenge tenants to improve their quality of life and independent living skills.

To be part of a multi-agency team based within the Housing Gateway Team at Monmouthshire County Council and providing housing support to referred clients prior to allocation to Mind Monmouthshire Tenancy and Supported Living Team.

To identify the range of support services available locally to ensure that service users can be effectively signposted to the most relevant service should the tenancy support service not be appropriate.

Key Accountabilities

Service User Support	<p>Provide practical help and person-centred support to service users either in our accommodation-based service or living in the community who may be experiencing difficulties because of a history of mental ill health.</p> <p>Develop high quality, relevant person-centred support plans and risk assessments with high levels of input and ownership from service users where possible.</p> <p>Encourage service users to be independent and self-determined and assist them in reaching their full potential.</p> <p>Provide information, advice and support to service users to ensure they receive all welfare benefits to which they are entitled, assisting them in making claims, reviews and appeals as necessary.</p>
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	<p>Ensure that service users are aware of all their entitlements and take up opportunities for health improvement, training and employment, personal development and community interaction.</p> <p>Support service users to develop budgeting skills, helping them when necessary to access debt counselling.</p> <p>Ensure service users have the basic skills required for independent living and maintaining their home.</p> <p>Act as an advocate for service users when required in relation to their tenancy or maintaining their home.</p> <p>Ensure that all work is carried out in a non-judgemental manner, is needs/service user led, and that professional boundaries and confidentiality are maintained at all times.</p> <p>Plan detailed exit strategies in consultation with all service users who no longer require support.</p> <p>Liaise effectively with a range of service providers to ensure that the appropriate services are available to service users.</p> <p>To be part of the on-call rota that provides emergency cover to service users outside of office hours.</p> <p>Deliver services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements.</p>
Working with others	<p>Develop effective working relationships with community groups, statutory agencies and other organisations including housing agencies, social services departments, occupational therapy services, CPNs and the voluntary sector.</p> <p>Provide information requested by internal and external stakeholders accurately and on time.</p> <p>Attend external meetings and case conferences about the service.</p> <p>Liaise with other service providers, both statutory and non-statutory, to ensure service users can access and use all appropriate services to meet their needs.</p> <p>Actively and positively promote the work of Mind Monmouthshire to relevant local agencies.</p>
Administration	<p>Maintain an outcomes-monitoring tool for planning, monitoring and supporting service user support plans.</p> <p>Maintain accurate notes and records of visits and agreed tasks/actions arising from the support plan of service users.</p> <p>Manage electronic and paper-based record systems in accordance with established procedures.</p>

<p>Health and safety</p>	<p>Ensure that all work is carried out in conjunction with all corporate health and safety procedures.</p> <p>Ensure that vulnerable adults are safeguarded from abuse and that all relevant procedures are followed as appropriate.</p> <p>Support Plans and Risk Assessments must be carried out initially with every service user & updated at planned review dates & as necessary.</p> <p>Work in accordance with Mind Monmouthshire's health and safety policy and procedure, taking action to ensure own safety and that of service users.</p>
<p>General</p>	<p>The post holder will be expected to:</p> <p>Participate in individual performance reviews and 121s and respond to agreed objectives.</p> <p>Attend and be an active participant in team meetings, team training and other internal meetings etc.</p> <p>Attend external meetings, forums, conferences, training etc. as required by Mind Monmouthshire senior management.</p> <p>Be aware of professional standards expected in the service, in terms of holistic person-centred delivery, required ongoing personal and professional development.</p> <p>Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations and guidelines in relation to Mental Health, and Welfare Rights and keep informed of advances/developments in Tenancy issues for mental health problems.</p> <p>Take responsibility for ensuring that legal obligations regarding information which is processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.</p> <p>Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.</p> <p>Undertake other duties, which are commensurate with the salary, skills, knowledge and experience of the post, as and when required by Senior Management, the Director or Chair of the Executive Committee.</p> <p>To at all times deliver the service in line with and adhere to the Policies and Procedures of Mind Monmouthshire</p>

Person Specification

Area to be assessed	Description of requirements.	How tested
Experience	<p>Essential</p> <p>Experience of working in the health and social care field, providing support, assistance and advice to individuals.</p> <p>Experience of working with people to enhance and promote independent living skills.</p> <p>Experience of providing housing advice and support to people living in the community.</p> <p>Practical experience of assessment, support planning, key working and advocacy with people requiring support.</p> <p>Proven experience of working with people with mental health issues.</p> <p>Desirable</p> <p>Experience of working effectively in partnership with and liaising with a range of stakeholders.</p>	Application/ Interview
Skills and abilities	<p>Essential</p> <p>Ability to work with vulnerable people in difficult situations and handle challenging behaviour.</p> <p>Ability to form and develop good working relations with colleagues and service users.</p> <p>Able to communicate effectively both, verbal and written, at the appropriate level for the recipient.</p> <p>Able to be self-servicing in the use of IT applications and basic keyboard skills to record activities and to send and receive emails.</p> <p>Well-developed negotiating, influencing and conflict resolution skills.</p> <p>Problem solving skills.</p> <p>Good understanding of the issues concerning people with housing need and knowledge of relevant benefits and services.</p> <p>Able to work sensitively and effectively within a political environment.</p> <p>Ability to work as part of a team.</p>	Application/ Interview

	<p>Good time management skills and ability to work on own initiative and prioritise workloads.</p> <p>Able to produce clear, concise and persuasive written reports and letters.</p> <p>Evidence of effective partnership working skills.</p>	
Knowledge	<p>Essential Knowledge of basic housing law impacting on tenants in rented housing.</p> <p>Knowledge of Welfare benefits including Housing benefits.</p> <p>Understanding of the needs of people with mental ill health.</p> <p>Knowledge of safeguarding legislation and practice</p> <p>Desirable Knowledge and understanding of the roles of external agencies (Social Services, Health, Housing, other voluntary and statutory organisations).</p>	Application/ Interview
Education & training	<p>Essential A recognised relevant qualification (NVQ Level 2 Health and Social Care)</p> <p>Good IT skills (i.e. email, Word, Excel etc.)</p> <p>Desirable Evidence of continuous professional development ECDL or equivalent</p>	Application/ Interview
Other requirements	<p>Essential A commitment to upholding and working to the values of Mind Monmouthshire</p> <p>Committed to continuing professional development.</p> <p>A willingness to work flexibly in response to changing organisational requirements and work outside of office hours on occasion.</p> <p>A current and full driving licence and access to car during working hours</p>	Application/ Interview