

## Job Description

<b>Job Title</b>	Tenancy Support Assistant
<b>Salary Scale</b>	SCP Scale Points 6-7 (£19,698 - £20,092) per annum pro rata
<b>Location</b>	Based at varying offices and properties owned and managed by Mind Monmouthshire across the county
<b>Contract hours</b>	30
<b>Responsible to</b>	Project Lead – TASL Service
<b>Expenses</b>	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

Working under the direction of Project Lead, the Tenancy Support Assistant will be assigned tasks from across the service caseload. A large part of the role is based upon administrative duties, which support the recording and reporting of funder-required paperwork to the Project Lead on a weekly basis.

The Tenancy Support Assistant will undertake a range of activities with service users which support the current support plan objectives and focus on developing a client's confidence to undertake the skills they need to live independently. The service will be delivered in a highly person centred and personalised way.

Support Assistants are a key part of our service and provide essential day to day administration and practical support to the service.

### Specific Responsibilities

Provide support to a small caseload of service users in their own homes, as part of a team.

Act as an initial point of reference on the phone, or in an office area as required.

Carry out office administrative functions to ensure that all records and files are maintained and held securely and that the confidentiality of information is upheld.

Have an awareness of the service users support needs, working, under direction, supporting clients to help them achieve their agreed outcomes.

Contribute to the formulation and delivery of person-centred support plans.

Assisting service users with day-to-day support and tenancy issues, sign posting to appropriate agencies.

Promote and encourage a high level of service user involvement, consultation and communication.

Using IT systems appropriately including adding updates on internal audit systems.

Advise management promptly of any signs of problems or concerns about a service user.

Recognise signs of distress in service users and identify ways to reduce this.

To correspond and liaise as necessary with external agencies on behalf of service users.

Attend relevant meetings, training courses, Personal Development Plan and 121 sessions as required.

Follow all health and safety and lone working procedures, reporting any discrepancies.

Report any issues of anti-social behaviour to a senior staff member.

Ensure culture and diversity issues for the service user are considered at all times, and report any forms of discrimination.

Support and assist clients with life skills activities.

To carry out any other reasonable duties as required by your line manager, the CEO, or Board Members of Mind Monmouthshire.

## Team Responsibilities

To understand the importance of a person-centred approach and be accountable for delivering your role in the most effective way.

Work as part of a team to deliver a high standard of service to service users.

To keep referrers, prospective tenants/applicants informed of progress and the outcome of their referrals.

To establish and maintain good links with local statutory and voluntary agencies and other community resources, individual grant giving charities or specialist agencies to support service users.

To maintain confidentiality in line with organisational policy in relation to service users, staff and business confidentiality.

Have an awareness and commitment to Mind Monmouthshire Policies and Procedures and Vision.

## Person Specification

Area to be assessed	Description of requirements.	How tested
<b>Experience</b>	<p><b>Essential</b></p> <p>Experience of working in an administrative role where robust recording, and reporting within deadlines was expected and maintained.</p> <p><b>Desirable</b></p> <p>Experience of working with vulnerable people.</p>	Application/ Interview/
<b>Skills and abilities</b>	<p><b>Essential</b></p> <p>The ability to be self-motivating, work under pressure and manage time effectively, prioritising different areas of work according to need.</p> <p>An ability 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>The ability to understand and implement professional boundaries.</p> <p>A commitment to enabling, rather than doing for.</p> <p>The ability to identify solutions to problems and implement them.</p> <p>The ability to actively contribute ideas and suggestions that improve the quality of service.</p> <p><b>Desirable</b></p> <p>An understanding of the principles of planned support and working with vulnerable people.</p> <p>The ability to initiate and maintain constructive relations with clients, colleagues and other professionals from a wide variety of cultural and social backgrounds.</p> <p>An ability to effectively liaise with a range of service providers or agencies in order to establish or improve quality of life for vulnerable people.</p>	Application/ Interview
<b>Knowledge</b>	<p><b>Desirable</b></p> <p>An understanding of mental health issues.</p> <p>Knowledge and understanding of the roles of external agencies (Social Services, Health, Housing, other voluntary and statutory organizations).</p> <p>An understanding of the principles underlying a quality and</p>	Application/ Interview

	customer focussed service with the ability to empower service users.	
<b>Education &amp; training</b>	<p><b>Essential</b></p> <p>Literacy skills to at least Level 2 standard (GCSE A-C).</p> <p>Numeracy skills (to at least Level 1).</p> <p>Excellent IT skills, with a working knowledge of email, Word and Excel</p> <p><b>Desirable</b></p> <p>NVQ Level 2 Health and Social Care or equivalent ECDL or equivalent</p>	Application/ Interview
<b>Other requirements</b>	<p><b>Essential</b></p> <p>A commitment to learn, uphold and work 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