

JOB DESCRIPTION



JOB TITLE: Tenancy Support Worker

REPORTS TO: P&QI Manager

DEPARTMENT: Housing Department

RATE OF PAY: £23,484 to £24,432 per annum

DATE: February 2022

REVIEW DATE: Feb 2025

ROLE PURPOSE: To provide support for tenants in need of assistance to help them maintain their tenancy and develop appropriate networks of support in their local community.

Key Area	Key Activities
<p><u>General Duties</u></p>	<ul style="list-style-type: none"> • To assist with the development of a system showing a range of suitable referral pathways for vulnerable tenants • To work closely with HOs and PSOs to support them in their role of helping tenants to sustain their tenancies • To share good practice and tenancy support knowledge with existing staff • To assess the support needs of individuals who are referred to the Tenancy Sustainment Worker – including liaising with referral organisations and speaking with prospective clients • To assist with the development, implementation, and review of success plans for individual tenants • To support tenants to help address their support needs, including: <ul style="list-style-type: none"> • Preparing and supporting tenants who have just moved into their new home • Providing practical assistance to new tenants, and assist in acquiring furniture, painting and decoration services etc. as required • Providing basic welfare rights advice to clients and helping tenants access Advice NI services to ensure income maximisation • Advocating on behalf of tenants with debt collection agencies, family support services and other organisations • Supporting tenants to access drug or alcohol services • Supporting tenants to access the Apex Community Supermarket or local Foodbank, whilst planning for longer term success • Meeting and supporting clients regularly at a mutually agreed time, ensuring that the time and location of the meetings are appropriate to the client's needs • Supporting clients to achieve independence and, where appropriate, provide life - skills training (budgeting, learning to plan meals, shop and cook etc.) or supporting tenants to attend existing services • Providing information to assist clients in gaining access to local services/resources • Providing emotional support to clients • Liaising closely with other agencies to co-ordinate support packages for tenants and where necessary make referrals to specialist support agencies. • Supporting tenants with attending appointments and support services • Supporting tenants to reduce social isolation, arrange activities to promote a sense of community. • To ensure that support packages are implemented and remain consistent with the tenant's needs. • Coordinate and attend review meetings and case conferences as required. • Report any concerns regarding abuse to your Line Manager and the Social Services Adult Protection Team.

	<ul style="list-style-type: none"> • To provide regular reports to the line manager, Senior Housing Officers & Quality Improvement Manager as appropriate. • To liaise with other voluntary and statutory agencies as necessary. • To be aware of legislation and national policies as they affect clients, particularly in the areas of housing, welfare rights and community care. • To assist with the development and expansion of the Tenancy Support Service. • To review and update policies as necessary. • To uphold the confidentiality of the client.
<u>Record Keeping/ Reporting</u>	<ul style="list-style-type: none"> • To keep casework records in order that Apex can monitor the scheme's efficiency and effectiveness. • To carry out all necessary administration in relation to casework.
<u>Confidentiality</u>	<ul style="list-style-type: none"> • To ensure compliance with Data Protection legislation, policies and procedures in relation to the release of information. • To implement the Associations policies, procedures, codes and initiatives with regard to customer care and health and safety. • To provide the highest quality of service incorporating the principles of Continuous Improvement, working to continually improve standards promoting the Association to its customers and contacts. • To respect the confidentiality of all information received as a result of the post-holders duties. • To attend meetings and training at both Head Office in L/Derry other venues as and when required • To undertake any other duties that may be deemed necessary by the Chief
<u>Miscellaneous</u>	<ul style="list-style-type: none"> • Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work • No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.