



JOB DESCRIPTION

POST:	Tenancy Sustainment Worker
LOCATION:	Leamington Spa
RESPONSIBLE TO:	Service Co-ordinator (or nominee)
DBS CHECK:	This post is subject to Adult Workforce Regulations

JOB PURPOSE:

To improve the lives of people using our services by providing direct support services. This includes being a point of contact with referring agents and partnership agencies to ensure effective liaison arrangements with respect to individual support are continued and enhanced.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- Work with people we support offering supported opportunities for them to improve their quality of life, develop their skills and make decisions about their future.
- Act as individual 'Keyworker' to a group of identified people we support, taking lead responsibility within P3 (and acting as lead contact with other services) for the co-ordination and delivery of their support.
- Work within P3's policies and style of operation - this will include tasks and day to day decision making relating to:
 - Providing general practical and emotional support to people we support in order to promote their independence and recovery
 - Responding appropriately to chaotic and challenging behaviour to promote the well-being of people we support and staff
 - To undertake training e.g. through attendance at formal courses
 - Providing an effective and responsive supportive service
- Liaise with referral teams/agencies regarding vacancies and referrals.

- Participate in the staff team's provision of individual support and needs assessment, including risk assessment, advice, emotional support and practical assistance.
- Participate in assessing and reviewing future housing and support needs, and in identifying and co-ordinating internal and external services and referrals in response to these.
- Keep appropriate records of interventions with people we support and inform other staff of relevant issues.
- Facilitate regular consultation and action to enable people we support to make decisions concerning their resettlement options with a view to independent living.
- Assist in arranging appointments with the relevant professionals e.g. Social Workers, Probation Officers and Medical Staff.
- Provide advice and assistance to people we support on personal budgeting, debt management and claims for welfare benefits.
- Encourage people we support involvement in the development and operation of the service, facilitating appropriate consultation and participation.
- Provide a non-specialist support service with regards to prompting people we support (where appropriate), to take prescribed medication on a day to day basis.
- Where necessary prompt and encourage people we support in relation to personal hygiene and personal appearance.
- Share responsibility for the effective use of information systems and procedures regarding people we support and other records, eg finance and staff communications.

TEAM WORK

- Be a member of the staff team working to provide a safe, sound and supportive environment.
- Participate, with other staff, in providing a broad range of activities and services (which take into account individuals circumstances and preferences) aimed at enabling people we support to live with reducing levels of support when appropriate.

HOUSING MANAGEMENT AND QUALITY

- Help keep the properties/project functioning, clean and in good repair, including:
 - making arrangements for repairs;

- dealing with disputes between people we support
- Assist in ensuring effective housing management including:
 - Ensuring that rent arrears policies are administered according to the needs and capabilities of people we support and that people are advised and assisted to claim welfare benefits as appropriate.
 - Monitoring and ensuring the prompt notification of vacancies, preparation of empty units, and investigation of possible abandonment's, so that voids are minimised.
 - Monitoring and ensuring that rent and service charges are paid regularly and accounted for in the proper manner.
 - Ensuring that the inspection of rooms/properties and undertaking of minor repairs take place where possible, and making appropriate arrangements to deal with all other repair and maintenance issues within agreed timescales, and in accordance with tenancy agreements and management agreements.
 - To liaise appropriately with partner Landlords and Contractors to ensure that planned and day to day maintenance works are identified and carried out with appropriate timescales.
 - Work with people we support to ensure skills are in place to maintain tenancy.
 - Deal with complaints in accordance with P3's agreed procedures.
 - Ensure service meets the quality agenda as set out by Local Authority and continually strive to improve service delivery.
 - Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
 - Ensure effective liaison with the Health and Safety Officer wherever necessary.

DEVELOPMENT

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to people we support are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3
PERSON SPECIFICATION**

Tenancy Sustainment Worker

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to People Shaping P3. Involving people who we work alongside with in developing and improving the quality of our services • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Understanding of and commitment to the importance of accessing training, learning and development opportunities • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<p>Experience It is essential that you are able to demonstrate experience of one of the following:</p> <ul style="list-style-type: none"> • At least one years experience of providing support in a hostel environment or working with young people <p>OR:</p> <ul style="list-style-type: none"> • Personal experience of using young persons services <p>OR:</p> <ul style="list-style-type: none"> • At least three years experience of providing care and/or support services within another social care setting. <ul style="list-style-type: none"> • Previous experience of working with young people 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the support needs of people who use our services • An understanding of local authority legislation • Knowledge of benefits system • Knowledge and understanding of housing provision • Knowledge and understanding of external partner agencies • Basic understanding of computers 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative • Able to work as an integral member of a team • Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies • Must demonstrate effective interpersonal and communication skills • Must have ability to maintain accurate records • Work flexibly to respond to the needs of the service • Must be able to respond flexibly to the needs of people we support • Ability to empathise and communicate effectively with young people. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<p>Qualifications</p> <ul style="list-style-type: none"> • NVQ/QCF Level 2 or 3 in a social care field • Must hold a full and current United Kingdom Driving Licence and have access to a vehicle. 	<p>✓</p>	<p>✓</p>
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