

Job Description

Job Title	Pre-Tenancy Worker
Salary Scale	NJC Scale Points 19-24 (£18,746 - £21,962)
Location	Based at varying offices and properties owned and managed by Torfaen & Blaenau Gwent Mind
Contract hours	37 hours per week
Contract Type	Permanent
Responsible to	Support Service Manager & Housing Service Manager
Expenses	Expenses incurred whilst travelling between primary and additional work places will be reimbursed.

Job Purpose

To provide a range of practical and emotional support to homeless men in Torfaen to work towards the take up of a tenancy. Work closely with the Supported Housing Team to maintain a high level of service, balancing letting priorities with support service delivery aims.

Specific Responsibilities

- Work with a caseload of at least 8 individuals and identify their support and accommodation needs. Meet with each client at least once per week and support the individual to secure a tenancy, whilst forming positive, trusting relationships.
- Help individuals to develop and maintain contact with relevant services and sources of support such as G.P.s, Social Workers, other organisations and relatives.
- Assess each individuals needs and develop a support plan dependent upon those needs. Maintain current records of all people worked with. Develop and achieve the goals set out in their support plans and offer and give support and encouragement.
- Maintain accurate stats records, including quarterly and annual reports.
- Promote and develop the service and ensure all the relevant networks are developed.
- Keep a record of unmet needs and work towards securing more permanent funding to sustain this project.
- Work with people to enable them to make supportive links within their local community.
- Oversee and maintain food bank distribution.
- Offer support with personal difficulties and help people to find appropriate therapeutic services.

- Ensure that people have accurate information on their own mental and physical health and up to date information on their tenancy and property. Gather relevant and up-to-date information on local community facilities and services.
- Participate in meetings as appropriate, including staff meetings, team meetings, supervision, training and others, as agreed with the project Manager.
- Contribute in developing and maintaining good public relationships.
- Utilise the wellbeing centre to develop and deliver specific groups, specifically men's group once a month.
- Attend relevant meetings, training courses, Personal Development Plan and 121 sessions as required.
- Make use of all IT systems available, including Microsoft packages, to monitor and deliver an effective service.
- Work in accordance with Torfaen Mind's policies and procedures. Advise management promptly of any signs of problems or concerns about a service user.
- Carry out any other reasonable duties as required by your Senior Support, Line Manager, Senior Management, Director or Board Members of Torfaen & Blaenau Gwent Mind.

Team Responsibilities

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

To establish and maintain good links with local statutory and voluntary agencies and other community resources, 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 Torfaen & Blaenau Gwent Mind's Policies and Procedures and Vision.

Person Specification

Area to be assessed	Description of requirements.
Experience	<p><u>Essential</u> Experience in a housing related role Experience of working with or in supported living services</p> <p><u>Desirable</u> Experience of working with vulnerable people.</p>
Skills and abilities	<p><u>Essential</u> Ability to work on own initiative, solving complex problems in a methodical way.</p> <p>Able to display tact and understanding when dealing with clients</p> <p>Ability to move between sites during the working day</p> <p>Ability to communicate at all levels, in a way that results in effective action, expressing ideas and decisions in an open and confident manner.</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>Ability to deal sensitively and appropriately with others and works in an honest and ethical way.</p> <p>An ability to be self-servicing in the use of IT applications and basic keyboard skills to record activities, maintain records and to send and receive emails including complex spreadsheets.</p> <p>The ability to understand and implement professional boundaries.</p> <p>The ability to actively contribute ideas and suggestions that improve the quality of service.</p> <p><u>Desirable</u> The ability to initiate and maintain constructive relations with clients, colleagues and other professionals from a wide variety of cultural and social backgrounds.</p>
Knowledge	<p><u>Essential</u> A good understanding of Supporting People requirements</p> <p>A good understanding of Housing law or willingness to learn</p>
Education & training	<p><u>Essential</u> A relevant housing qualification or equivalent through relevant experience</p> <p>Literacy skills to at least Level 2 standard (GCSE A-C).</p> <p>Good IT skills (i.e. email, Word, Excel etc.)</p> <p><u>Desirable</u> ECDL</p>

Other requirements	<p><u>Essential</u> A commitment to upholding and working to the values of Torfaen & Blaenau Gwent Mind.</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>Current driving license and use of a car</p>
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