

## Job Description

<b>Post:</b>	Tenancy Support Worker
<b>Responsible To:</b>	Head of Housing
<b>Purpose of the Post:</b>	<p>Giroscope provides affordable housing to those in housing need.</p> <p>The role of the Tenancy Support Worker is to work with Giroscope tenants, to enable them to identify and develop their strengths, interests, skills and goals, and to achieve positive outcomes.</p> <p>You will work closely with our small housing team to provide help and support for Giroscope's new and existing tenants. You will be expected to work across all aspects of a supported, sustained tenancy.</p>

### **Main Functions:**

- Dealing with people – 60%
- Dealing with policies and processes – 35%
- Dealing with equipment and resources – 5%

### **Key Duties:**

- To provide personalised, one-to-one coaching and support to a caseload of Giroscope supported tenants.
- To deliver a comprehensive and strength-based coaching package with the tenant designed to maximise their independence. This should be based on an initial assessment of the tenant's needs and abilities.
- To identify personal goals for the tenant, and maintain focus on progression and achievement of these goals.
- To create and update a support plan for each tenant identifying their goals and progress.
- To create and update a risk assessment for each tenant.
- To advocate for the tenant where needed.
- To encourage tenants to participate in other services and activities, including the Giroscope Volunteer Programme, enabling them to develop their strengths, interests and skills.
- To provide emotional support to the tenant.
- To positively challenge negative lifestyle choices and promote accountability.
- To prepare and support tenants to move on to independent/unsupported accommodation when they are ready.
- To empower tenants, promoting independence and wellbeing.
- To encourage and assist the tenant to develop healthy habits, for example, getting out of the house, participating in exercise or attend social activities.
- To assist tenants to seek and attend support with their mental health.
- To maintain regular contact with the tenant in line with organisational expectations.
- To keep up to date diary notes, risk assessments and support plans.
- To report any safeguarding issues to Giroscope Safeguarding Officer, social services or the police as required.
- To develop relationships, liaise and work collaboratively with statutory and voluntary agencies that are also working with or supporting the person/family – e.g. social services

- To keep up to date with training required for the role.
- To complete any other tasks required for the role.
- To follow the organisations policies and procedures.

### **Person Specification**

<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with disadvantaged people	*	
A good understanding of the issues faced by people on low income	*	
A good knowledge of benefits including Local Housing Allowance/Universal Credit/Benefit cap		*
A good knowledge of the agencies available to provide support to vulnerable people	*	
Experience of using Microsoft Office	*	
Good communication skills	*	
Effective time management	*	
Ability to prioritise and manage workloads	*	
Knowledge of Housing Related Support		*
Commitment to Giroscope's values and equal opportunities	*	
Demonstrate and respond to the diverse requirements and needs of individuals	*	
To encourage individuals to value diversity and challenge behaviour which undermines the ethos of equality.	*	
A degree in a related subject – e.g. social work, community & youth work		*
A coaching and/or mentoring/counselling qualification		*
Ability to represent the company, and develop relationships in a professional manner	*	
A good understanding of tenant and landlord issues		*

### **Conditions of Service**

<b>Starting salary:</b>	£23,400 - £25,000 depending on experience
<b>Contract Type &amp; Length (probation period):</b>	This post is being offered on a permanent basis, following the successful completion of a 3 month probation period
<b>Location:</b>	Based at our Coltman Street Office in west Hull
<b>References:</b>	Appointment is subject to receipt of a minimum of two satisfactory references. These should be from your current and previous employers. Family members cannot be used as referees.
<b>Criminal Records:</b>	An enhanced Disclosure and Barring Service (DBS) Check will be necessary for the successful applicant.