

Tenancy Support Worker Role Description

Job Title:	Tenancy Support Worker
Hours:	22.5 Hours Per week.
Contract:	Permanent (subject to successful passing of probation and ongoing performance appropriate to the role)
Responsible to:	Operations Manager
Salary:	£10.42 per hour
Based in:	Aberystwyth

Job Purpose

Our Tenancy Support service focuses on empowering people living in Ceredigion who are experiencing Mental Health distress to live independently in their own homes. Support Workers will deliver from our centre in Aberystwyth, over the phone, in the community and, where appropriate, people's homes.

Mission Statement

"Our mission is to be an organisation of excellence with an ever-changing and diverse range of activities and services that promotes psychological and physical well-being, stimulates recovery and leads to social inclusion within mainstream society."

Ethos

To ensure that the concepts of personalisation, recovery, psychological and physical well-being and social inclusion are present throughout the organisation. To carry these out in a manner that reflects our commitment to being a green and ethical company.

To uphold and promote Mind Aberystwyth's values, policies and procedures. To be responsible for ensuring all activity does not compromise the name of Mind Aberystwyth, its legal liability, or its financial liability. To engage in learning and development to increase knowledge and skills.

Key Functions

1. To manage a client caseload; support 1-1 or group settings; coproduce support plans; empower people; set goals; assess & manage needs and risks as well as measure outcomes.

2. To work with people experiencing mild to moderate mental health problems such as anxiety, depression and stress.
3. To manage all administration processes accurately and efficiently such as our record information system, appointments and up to date calendar.
4. Multi-agency working: Working with other agencies and statutory services on behalf of individuals & signposting within the community
5. To work with safeguarding leads to protect service users and others at risk of harm.
6. To deliver an effective service to meet set Service Level Agreement targets.
7. To work with National Mind to trial new systems to help improve referral processes for clients.
8. To attend workshops with other local Mind practitioners and National Mind.
9. To promote/publicise the service and establish positive customer engagement and input, as well as support clients experiencing digital poverty or issues with digital literacy with completing the referral process.
10. To maintain all required records of clients and data and adhere to GDPR regulations; maintaining professional boundaries.
11. To work as part of the therapeutic team, the organisation wide team and independently within community settings.
12. To undergo any training relevant to the role either internally or externally.
13. To promote the concepts of social inclusion, early intervention, and recovery and to work within Mind's ethos and Mission Statement.
14. Keep abreast of treatments, therapies, policy, legislation and local services relating to wellbeing.
15. To participate in supervision and annual appraisal with the relevant manager and attend training as required.
16. To participate in clinical supervision with the clinical supervisor.

17. To assist in ensuring any incidents or disputes are dealt with promptly and fairly in line with Mind's policies and procedures and brought to the attention of management.
18. To carry out any other tasks as reasonably required by management.

Person Specification

Experience & Qualifications

1. Experience working with beneficiaries within the third sector.
2. Level 3 in Health & Social Care *OR* Equivalent
3. Ideally, an awareness of experience of Housing and Tenancy Issues.

Desirable:

1. A-Level / BTEC or equivalent qualification.
2. Degree or be working towards a degree in health, social care, education, youth and community work or equivalent subject.
3. GCSE Welsh language or equivalent

Knowledge

1. Knowledge of social care and the issues of supporting people with a range of mental health issues, including risk assessment.
2. Knowledge of Housing and Tenancy Issues
3. Knowledge of the current trends in mental health provision including social inclusion, Monitoring and recovery.
4. Knowledge of the NICE guidelines namely their Stepped Care Model

Abilities

1. Ability to motivate people to engage with activities, tasks and other agencies.
2. Ability to offer various pathway options and promote client autonomy.
3. Ability to deliver the service as a standalone intervention and provide psycho-educational skills to enhance maintenance of wellbeing.
4. Ability to assess clients for suitability and make appropriate referrals when necessary.
5. Ability to identify and manage risk incidents.
6. Ability to work as part of a team and to work on own initiative.

7. Ability to liaise and communicate with colleagues, volunteers, external agencies and the public.
8. Ability to carry out a range of office tasks (telephone, word processing, taking bookings, report writing, using databases) accurately and without supervision.
9. Ability to work within Mind's policy and procedures.
10. Ability to promote the concepts of social inclusion, early intervention and recovery and to work within Mind's ethos and Mission Statement.
11. Ability to work flexibly to meet the demands of the service, both in terms of hours and role.
12. Calm under pressure, resilient, and can set and maintain personal and professional boundaries when responding to individuals experiencing distress.
13. Willingness to work flexibly: in the office base, and potentially undertake daily travel throughout Ceredigion.

To be considered for the post applicants must have a full, clean driving licence, and regular use of a vehicle during working hours for which you will be expected to provide evidence of having in-date insurance, including business cover, MOT (if applicable) and tax

This position will require the successful candidate to undergo an Enhanced DBS check and sign-up to the Update Service, as you will be delivering services to vulnerable adults and/or young people.

Successful applicants will be subject to two satisfactory references and a 6 month probation period. DBS Check is required. Any ongoing service contracts are dependant upon funding.