



# Job Description

## Tenancy Sustainment Team Support Worker

**Responsible To:** TST Manager/Assistant Manager

**Contract Type:** Permanent

**Overall Purpose:** To work together with the team to deliver an efficient and effective service to all service users holding tenancies in various schemes run by the Tenancy Sustainment Team (TST).

**Hours:** Full time (40 hours pw) Monday to Friday 9am to 5pm, with a 30-minute paid lunchbreak. Some flexibility may be needed e.g. to attend meetings, events or training.

**Salary:** £25,357 per annum, full time equivalent

### Tenancy Sustainment Team (TST)

TST provides support to people who have recently moved into their own accommodation in conjunction with the local councils, housing associations and private landlords ensuring tenancy sustainment and to reduce the risk of a return to homelessness.

We focus on being a team. Together we offer practical support such as helping with benefit applications, confronting debt, setting up utilities, and accompanying people to appointments, embracing partnership working with many agencies. We offer emotional support and empower people to live independently. We advocate for our service users, care passionately about outcomes and want to see people flourish.

### Who we are looking for

We are looking for a person who has a genuine desire to prevent people from becoming homeless and, instead, see them thrive. Do you already have knowledge and understanding of how to maintain a tenancy, have key work skills and ability to form strong relationships, maybe through a previous job, or through your own lived experience? If you can be thoroughly non-judgemental, focus on strengths based approaches and be able to find creative solutions, then come and join our team!

We would love to hear from applicants who are self-aware, compassionate, have a strong degree of emotional intelligence and the resilience to pursue a career with us. Show us that you communicate well, are open to learning and want to play a key role within a team who will encourage, lead by example and share years of expertise and experience with you.



### Key responsibilities:

- To work closely with the team, maintain consistent communication, and participate in the mutual sharing of knowledge and skills.
- To manage an allocated individual caseload.
- To support service users applying for the relevant benefits, such as Housing Benefit, Universal Credit, and Council Tax Reduction and setup utilities accounts at start of tenancy.
- To complete risk and needs assessments, create support plans, manage key-working sessions, and review and update in a timely manner.
- Where appropriate, to accompany service users to viewings and signing of tenancy agreements and other professional appointments.
- To develop a person-centred approach which includes practical help and emotional support, empowering service users to take ownership of their tenancy.
- To support service users in ensuring they understand their rights and responsibilities for their tenancy.
- To work as part of the TST to signpost service users to New Hope services, relevant partner agencies and local services.
- To work with our exit strategy, enabling withdrawal of floating support where appropriate.
- To accurately record data, logs and accidents or incidents promptly on the database.
- To maintain confidentiality concerning the service users in line with GDPR legislation and the highest standards of professional integrity.
- To ensure that all written communication is of a professional standard.
- To uphold a culture of flexible working alongside the team to develop and share knowledge and good practice and deliver a high-quality service at all times.

### Additional Tasks:

- To help service users source essential items for their accommodation through grant applications and other funding sources available to New Hope.
- To keep an accurate record of any financial expenses including receipts for evidence.
- To assist in the general running of the service, including answering the phone, health and safety, security.
- Travel, as required, for home visits, usually within the local area.
- To ensure New Hope policies and procedures are adhered to at all times.
- To work together with the team on the Service Action Plan and KPIs.
- To maintain a strong level of communication throughout all of New Hope services.
- To attend staff meetings, training courses, supervision and appraisals.
- To comply with all regulations concerning the use and storage of data, confidentiality, health and safety, food hygiene and fire precautions.
- To administer first aid if necessary (training will be provided).

- To undertake any other relevant duties as required or requested by your line manager.

### General Requirements:

- To uphold the values and ethos of the charity.
- To attend training or meetings as agreed with your line manager.
- To be familiar with the objectives and operation of New Hope.
- To be open to opportunities for personal development.

This job description may be modified due to development or changing circumstances according to the needs of the service and in consultation with the post holder who should be prepared to undertake further duties that arise as the post develops.



# Person Specification

The criteria will be assessed through Application/CV (A); Interview (I)

## Personal Qualities

### Essential

- Responsible, reliable, honest and works with integrity (I)
- Flexible approach, team player and responsive to change (I)
- Highly motivated and resilient (I)
- Show innovation and seek out solution focused ideas (A) and (I)
- Open to personal development (I)
- Commitment to equality, diversity, and inclusion (I)

## Experience

### Essential

- Working with vulnerable people in a keyworker role (A)
- Good administration skills (A)

### Desirable

- Working in the homelessness sector and understanding the needs of the service users (A)
- Working with families and children (A)
- Working in partnership with other agencies and individuals (A & I)

## Skills and Abilities

### Essential

- Work effectively independently and as part of a team (A)
- With training and support, conduct risk assessment, support planning, and risk management plans (A & I)
- Build empathetic and non-judgemental relationships (A & I)
- Able to cope with emotional demands of the of the role and tolerance for challenging behaviours, including non-engagement (I)
- Work professionally alongside staff and service users (A)
- With training and support, capacity to manage complex and difficult situations to a positive outcome (I)
- Prioritise, organise, manage work load and meet deadlines (A & I)
- Communicate clearly and effectively orally and in writing (A & I)



- Empower service users to make positive decisions, working within a person-centred approach (A & I)

### Desirable

- Liaise with external agencies e.g. Watford Borough Council, Jobcentre, Adult Care Services, (A) and (I)

## Knowledge and Understanding

### Essential

- Knowledge and understanding of health and safety (I)
- IT confident and competent with Microsoft Word, Outlook, Excel and Google Chrome (A & I)
- Ability to work within a safeguarding framework with vulnerable adults and children (A & I)
- Understanding of professional boundaries (I)
- Understanding and commitment to equality and diversity as it applies to the role (I)
- Working knowledge of GDPR (data protection) and how it applies to the role (A & I)

### Desirable

- First Aid at Work trained (A)

## Other Requirements

### Essential

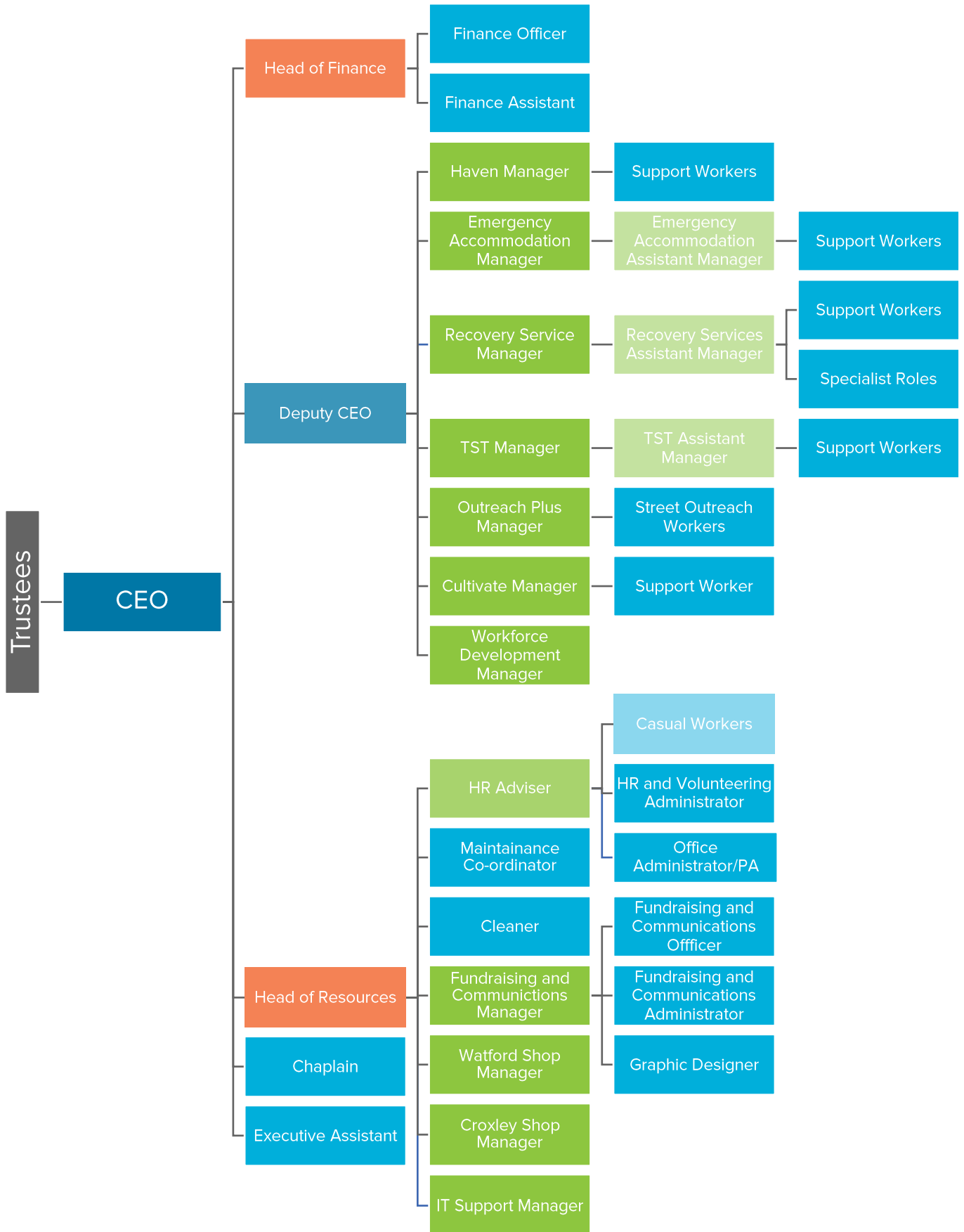
- Commitment to the values and ethos of New Hope (A & I)
- Ability to work (rarely) outside of normal working hours as needed (I)
- Able to work flexibly in response to changing organisational needs. (I)

### Desirable

- Ability to drive and use of a vehicle (A)



# Organisational Structure





# Terms and Conditions

<b>Location:</b>	Based at the TST Services – The Cloisters, St Marys View, Watford, WD18 0DF
<b>Contract:</b>	Permanent
<b>Salary:</b>	£25,357 per annum, full time equivalent
<b>Hours:</b>	Full time (40 hours pw) working Monday to Friday 9am to 5pm, with 30 minutes paid lunch break. Some flexibility may be needed to attend meetings, events or training
<b>Holiday:</b>	33 days holiday whole year and full-time equivalent, including bank holidays
<b>DBS:</b>	An enhanced DBS check is required for this role
<b>Start Date:</b>	As soon as possible

These terms and conditions do not form a binding contract and may be changed from time to time as the needs of New Hope and the post-holder require. The job description set out above is intended for guidance only and is not exhaustive. The post is subject to a satisfactory DBS check and a successful probation period.

New Hope has a legal responsibility to ensure that all its employees have the legal right to live and work in the UK. Therefore, if you are made an offer of employment, this will be subject to New Hope verifying that you are eligible to work in the UK before you start work.

For more information about working at New Hope, please see the Jobs page of our website at [www.newhope.org.uk/jobs](http://www.newhope.org.uk/jobs)



# Application Process

## Application closing date:

**Closing date:** 12noon 31<sup>st</sup> May 2024

**Interview date:** TBC

Applications will be considered as they are received and interviews may take place before the closing date so interested applicants are advised to apply as soon as possible.

We reserve the right to close the advert early.

### Interview Stages:

1. Application is shortlisted. If you are shortlisted you will be contacted within three days from the closing date and invited to a first interview.
2. The first interview will be competency-based including scenarios. Please see person specification on what will be assessed.
3. If you are successful, you will be invited to a second interview/trial which will last up to three hours. You will have the chance to meet the staff team, volunteers, and service users.

## How to apply:

To apply, please send your CV stating which role you are interested in.

Applications can be submitted by email or post:

**Email:** [recruitment@newhope.org.uk](mailto:recruitment@newhope.org.uk)

**Address:** HR, New Hope, 67 Queens Road, Watford, WD17 2QN

## Referees

You are asked to provide two referees. These will only be contacted with your consent.