**Tenancy Sustainment Support Worker**

**JOB DESCRIPTION**

# Summary of the Role:

The Tenancy Sustainment Worker will focus on the prevention of homelessness, including tenancy sustainment and seeking housing options, including leading on seeking and developing relationships with Landlords in the privately rented sector.

Reporting to the Community Outreach services manager, primarily the Tenancy Support worker will work in an outreach capacity to support clients to maintain their tenancy and prevent homelessness. This outreach work will take place in clients homes, in temporary accommodation and within the community, and from our day hubs to support clients in a range of areas such as; tenancy sustainment, homelessness prevention, budgeting, debt support, advocacy, accessing groups and services and attending appointments.

# Key Responsibilities

1. Outreach Support

* Hold a caseload of around 25 individuals at any one time with low to medium support needs.
* Lead on providing an outreach service to clients within their own homes, including within temporary accommodation and in the community, with the aim of maintaining tenancies and preventing homelessness.
* Support clients in a range of areas such as; tenancy sustainment, homelessness prevention, budgeting, debt support, advocacy, accessing groups and services and attending appointments.
* Support clients to maintain tenancies, by communicating effectively with landlords and housing providers. With the aim of resolving any housing related issues that they may have, to prevent homelessness.
* Support clients to access accommodation through the privately rented sector or through other housing providers both supported and unsupported. This support going include individually tailored ongoing support to maintain housing if needed.
* Complete daily records of support offered to clients on Inform.
* Maintain good staff and volunteer morale through good communication, ensuring attendance at relevant meetings and attendance at training opportunities.
* Collate and report on quantitative and qualitative data including numbers of clients sustaining independent living, over view of their need and support offered
* Complete referrals to relevant services and agencies that can assist clients in areas of need and follow up on response and outcomes of referrals

1. Supporting clients in the local community

* Complete skills/goals-based support plans with clients that follow SMART objectives and complete effective risk management plans.
* Lead on supporting clients to be referred to specialist services in the community to access support.
* Devise risk assessments with clients and ongoing risk management with clients
* Offer advice and practical support to clients about completing housing related forms in setting and sustaining tenancies and supporting clients to liaise with their landlords.
* To lead on finding and developing relationships with landlords in the private rented sector, ensuring that you display excellent communication skills to maintain these relationships.
* Advocating for clients where limited opportunities are available to ensure all housing offers and opportunities have been assessed and considered

1. Contacts and Networks

* Attend local multi agency meetings focusing on community inclusion and homelessness prevention.
* Develop good relationship with Local Councils and agencies that can support and assist clients with a range of needs who present at the community hub.
* Maintain relationships with agencies and staff.
* Support all staff to achieve positive outcomes for clients.
* Take every opportunity to involve clients in the design and delivery of services and to provide feedback on the quality-of-service provision.
* To organise and run half day surgeries with partner agencies such as the food bank.

Equal Opportunities

* Ensure compliance with the organisation’s Equal Opportunities policy and relevant legislation.

Health & Safety

* To ensure the health, safety and security of staff, students, clients, volunteers and members of the public on the premises in all locations in line with the project’s procedures.

Confidentiality

* This policy covers all Stonepillow employees and volunteers, all of whom will be required to sign a confidentiality agreement. Anyone working for Stonepillow who breaches the agreement will be liable to disciplinary action under the staff Disciplinary Procedure.

General

* To work as part of a team ensuring information relating to the client(s) and service is communicated appropriately in order to ensure the continuity of support and service provision.
* To attend and contribute to team meetings and specific meetings relating to this project
* To take part in reviews of the service.
* To travel between all Stonepillow Projects as and when required.
* To undertake any other reasonable duties that may be requested from time to time.

Signed ………………………………………… Date ……………………………………….