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**NEWPORT MIND**

**JOB DESCRIPTION**

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| **TITLE:** | Housing and Tenancy Support Worker European Economic Area (EEA) Migrants |
| **RESPONSIBLE TO:** | Coordinator European Economic Area(EEA) Migrants Supporting People Programme Project  |
| **GRADE:** | NJC Pt. 8 - 14 £20,852 - £23,484 |
| **HOURS:** | 37 Hours |

**PURPOSE OF POST:**

To provide structured housing related support to people with mental health problems and to European Economic Area migrants in Newport.

To act as a key-worker, providing practical and emotional support, advice, information and advocacy towards the goal of achieving greater independence in the community.

To liaise with a range of statutory and voluntary sector professionals and organisations to maximise resources for the client.

**PRINCIPAL RESPONSIBILITIES:**

1. Deliver person centred housing related support to people with mental health problems and/or to European Economic Area migrants that promotes their mental wellbeing and independence supporting them to progress to a life without the need for support. To work with clients in assessing their needs, to devise and implement individual personal support and plans.
2. To network effectively with voluntary and statutory agencies, and liaise with these organisations to promote the needs of the clients. Working with clients so that they have the knowledge, understanding and skills to access services, facilities and support for themselves and to improve their mental wellbeing and resilience.
3. To actively assist clients with benefit and housing information to maximise benefits and opportunities, keeping up to date with the Social Security system and any relevant changes to it, ensuring that clients are referred for specialist advice where appropriate.
4. Maintain a focus on service user involvement ensuring that clients are empowered to have their views heard and that the services and support provided respect the needs and wishes of service users, individually and collectively.
5. Work as part of the Housing and Tenancy Support Team and the wider Newport Mind staff Team to develop and provide appropriate programmes, services, referral processes and systems to achieve positive outcomes for people with mental health problems and/or to European Economic Area migrants receiving tenancy support.
6. Ensure all work including programmes, training, interventions and support to individuals, groups and organisations are effectively recorded and monitored in order to facilitate planning, achieve outcomes and contribute to performance management on an individual, project and organisational basis.
7. Ensure that equality and diversity are central to service provision and personal working practices to proactively address disadvantage, inequalities, stigma and discrimination, making sure that active steps are taken to reach beneficiaries from marginalised or disadvantaged groups and that services are provide appropriate to their needs.
8. Work in accordance with best practice, legal requirements, the policies of Newport Mind, and the policies proscribed by the funders and to contribute to the development of such policies.
9. Contribute to the work of other projects and teams of Newport Mind as when required or directed to provide cover or to develop new skills or take on new opportunities.

**EXPECTATIONS**

1. To work in line with, and to support the delivery of, the vision, mission, values and goals of Newport Mind and to be a champion for Newport Mind at all times.
2. Adhere to and work within all the policies of Newport Mind and the Supporting People Programme Grant, such as child protection policy, protection of vulnerable adults, confidentiality and data protection policies, and the policies contained within the employee handbook.
3. To actively participate, engage with, and respond to, the Newport Mind supervision, external supervision and appraisal processes.
4. To attend and positively contribute to Newport Mind and Housing and Tenancy Support meetings and other meetings as required.
5. To attend and positively contribute to Newport Mind, Housing and Tenancy Support, Supporting People Programme Grant training as required.
6. To actively contribute to a positive, supportive and constructive working ethos, relationships and environment with Newport Mind, partner organisations and other organisations.
7. To contribute to making Newport Mind a greener workplace.
8. To support and contribute to our overall aim of the participation people with experience of mental health problems, including within Newport Mind and to be committed to working alongside people with experience of mental health problems, as colleagues, (paid & unpaid) experts and campaigners.
9. To be flexible, adaptable and undertake work to support the aims of Newport Mind, the aims of the Housing and Tenancy Support Team and the aims of Supporting People Programme Grant funding including participating in an on call rota where required.

**Criminal Records Bureau Check**

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are ‘spent’ under the provision of the Act, and, in the event of employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

**Person Specification**

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job, each point should be addressed in your application form. The second column indicates whether the characteristic is essential (E) or desirable (D).

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| **Experience** |
| 1. Experience of providing housing related support to people with mental health problems and/or to European Economic Area migrants within the community.
2. Experience of delivering person centred housing related support to people with mental health problems and/or to European Economic Area migrants within the community that promotes their mental wellbeing and independence, supporting them to progress to a life without the need for support.
3. Experience of working with clients in assessing their needs, devising and implementing individual personal support and plans.
4. Experience of working effectively as part of a number of different teams.
5. Experience of working effectively with a variety of statutory and voluntary organisations in the interests of clients.
6. Experience of recording and monitoring of programmes, interventions and support and using the information to produce high quality reports.
7. Experience of developing and leading collaborative projects or partnerships to achieve objectives, such as new service development.
8. Experience of working with students, volunteers, community members and people accessing services to achieve objectives.
9. Experience of mental health problems and/or of being a European Economic Area migrant.
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| **Skills/Abilities** |
| 1. Able to provide support to people in a way that promotes their involvement, independence, resilience and achieves positive changes in their lives.
2. Fluency in a European language especially Czech/Slovak speaking to enable delivery of the service wherever possible in the client’s first language.
3. Able to communicate effectively, orally and in writing, to a high standard with a diverse range of people and audiences at different levels of understanding and ability.
4. Able to network and build effective working relationships with a spectrum of individuals, groups and organisations.
5. Able to work successfully on your own initiative and as part of a number of teams and partnerships.
6. Able to organise and prioritise own workload effectively to meet job and project objectives.
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| **Equality and Diversity** |
| 1. Able to identify, understand and respond to the differential impact that disadvantage, inequality, stigma and discrimination have on individuals, communities and groups.
2. A demonstrable commitment to equality of opportunity and a positive approach to diversity.
3. A demonstrable commitment to working alongside people with mental health problems or experience of mental health problems as colleagues.
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| **Specialist Knowledge** |
| 1. A good knowledge and understanding of the issues facing people with mental health problems and European community migrants including the wider context, such as services, legislation, policies and strategies.
2. A good working knowledge of the Social Security Systems as it applies to people with mental health problems to European community migrants.
3. Knowledge and understanding of housing and tenancy legislation and practice.
4. Knowledge and understanding of the Supporting People Programme.
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| **Education and** **Training** |
| 1. A relevant degree or other qualification or equivalent experience suitable to the role.
2. Training relevant to the role such as housing, Social Security Benefits, supporting people programme and support planning
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| **Other** **Requirements** |
| 1. A commitment to acquiring the skills, knowledge and understanding, through training and other opportunities, to become an expert in the interaction between housing, housing support and mental health and/or European Economic Area Migrants.
2. Willingness to be flexible in meeting the needs of people with mental health problems and/or European Economic Area Migrants, the needs of Newport Mind and the needs of the Supporting People Programme Grant.
3. A commitment to the ethos and values of Mind and Newport Mind.
4. A clean driving licence and access to a roadworthy car.
5. Any other duties appropriate to the role as directed by the coordinator and/or manager.
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We will consider any reasonable adjustments under the terms of the Equalities and Human Rights Act, to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post and to attend an interview.

The Job-holder will ensure that Newport Mind's policies are reflected in all aspects of his/her work, in particular those relating to;

1. Child Protection and the Protection of Vulnerable Adults
2. Equalities and Human Rights

(ii) Health and Safety

(iii) Data Protection