



## Job Description

<b>Job Title</b>	Head of Housing, Tenancy and Supported Living Services
<b>Salary Scale</b>	NJC scale 27 – 34 £35,745 - £42,403
<b>Location</b>	Monmouthshire with travel to Newport, Torfaen and Blaenau Gwent
<b>Contract hours</b>	37 hours per week
<b>Responsible to</b>	Director of Services
<b>Expenses</b>	Expenses incurred in carrying out the duties of the post will be reimbursed including travel to work places other than your primary workplaces.

### Mind in Gwent

Mind in Gwent is a mental health charity formed by the merger of Newport Mind Association, Mind Monmouthshire and Torfaen and Blaenau Gwent Mind. Bringing three Mind charities together with over 45 years of experience each means that we are uniquely experienced in championing and supporting mental health and wellbeing services. Rooted in our local communities we are able to create connections and deliver to local needs and opportunities.

Mind in Gwent prioritises staff wellbeing, embraces diversity and uses different perspectives to listen well, truly understand need, shape great practise and make a difference to lives. As an organisation we believe in developing our staff teams so that they can feel proud and confident in their knowledge, abilities and personal growth.

The successful applicant will be joining a passionate team of people at Mind in Gwent who have a wealth of experience and who believe in the core values of bringing people together, delivering life changing support, speaking out and fighting for mental health.

### Job Purpose

Our Housing, Tenancy and Supported Living Services have developed over the past 45 years to provide housing support grant funded services in both Newport and Monmouthshire.

In Newport the housing and tenancy support service provides three hundred and thirty three hours of housing and tenancy support to 26 tenants in supported accommodation comprising four shared houses with four tenants each, one six bed roomed shared house and two, two bed roomed flats.

The service provides housing and tenancy support for a further 84 people in the community regardless of tenancy. The service also provides 166.5 hours of housing related support for migrants providing support to fifty one people from migrant communities in Newport.

In Monmouthshire the tenancy and supported living (TASL) service provides support to up to 26 tenants in a 16 bedded property, two four bed roomed properties and a two bed roomed property. The service provides 407 hours of support to 150 individuals in the supported accommodation and in the community regardless of tenure and also provides a welfare benefits service.

Our supported accommodation and supported living services are provided in partnership and collaboration with a number of housing associations and the service has a proud background of working in partnership and collaboratively with colleagues in the Health Board, Local Authorities, the third and private sector to make a positive difference to the lives of the people we support.

We have a strong history of co-production and participation of people in the development of our projects and we champion people's voices in all that we do.

As a team, we pledge to champion people and to put them at the heart of all that we do. We create meaningful opportunities for people to participate in our services and shape what we do. Where possible, we make sure that our projects and provisions are co-produced.

We create platforms for people's voices to be heard, which allow for social action and systemic change, to improve the experiences that people have when seeking support for their mental health.

Mind in Gwent, as a new organisation, is just beginning to establish its brand across the communities we serve building on the foundations that the Mind brand provides, there is still a long way to go. This role has a central part to play in growing the awareness of Mind in Gwent, what it is, what it stands for and what it delivers particularly for people with housing and tenancy support needs.

The message needs to be delivered and heard by people with mental health problems, by our communities and by our stakeholders, staff, volunteers, fundraisers, funders and statutory organisations.

We pledge to never give up on fighting people's rights and to improve the systems in place to support them.

We are recruiting a Head of Housing and Tenancy Support Services to coordinate, lead, develop and expand our Housing, Tenancy and Supported Living Services team across Mind in Gwent. It is essential to have experience of management and working in a third sector organisational setting, along with a willingness to embrace and develop our Housing, Tenancy and Supported Living Services.

The Head of Housing and Tenancy Support Services will be a member of the wider leadership team of Mind in Gwent taking collective responsibility for Mind in Gwent decisions and communicating them to colleagues in a constructive and positive way.

The successful candidate will need to demonstrate high levels of professionalism, leadership and management skills, innovation and a dedication and passion for co-production and participation of people. Close liaison with the Director of Services at Mind in Gwent, Heads of Services and other Senior Managers across Mind in Gwent will be an integral part of the work.

The role is subject to receiving satisfactory references and probationary period.

## **Key Responsibilities**

### **Site Management**

- To take management responsibility for the Monmouthshire locality.
- To take the lead on ensuring that the culture and behaviour of Mind Monmouthshire is in line with the values of Mind in Gwent.
- To initially spend four days a week based Mind Monmouthshire supporting the effective functioning of all teams at Mind Monmouthshire.
- Provide support and advice for Mind Monmouthshire and ensure that the needs of the community, people we provide services to and the staff are represented.
- Develop excellent knowledge and expertise of the strategic and policy contexts for Monmouthshire.
- Develop good working relationships with the people we provide services to, commissioners, funders and stakeholders within the community.
- Attend and contribute to relevant meetings, forums and events in Monmouthshire.

## **Service Management & Development:**

- To provide supervision and support to the managers/coordinators of the Housing, Tenancy and Supported Living Services across Mind in Gwent.
- To provide leadership to the Housing, Tenancy and Supported Living Services whilst fostering a culture of inclusivity, empowerment, autonomy and responsibility, to champion innovation and new ways of working.
- To manage risk to the organisation by overseeing all Housing, Tenancy and Supported Living Services and ensuring that all policies/ procedures and training are up to date and reviewed as needed.
- To coordinate, manage and lead a safe, professional and accessible Housing, Tenancy and Supported Living Services.
- To develop and review appropriate policies and procedures, including referral, cancellation, assessment and administrative procedures.
- To work with the senior leadership team to develop the Housing, Tenancy and Supported Living Services across Gwent.
- To lead the recruitment and induction of Housing, Tenancy and Supported Living Services staff.
- On receipt of new funding, to implement new services and projects in line with Mind in Gwent's policies and procedures.
- To be the main line of communication between the Housing, Tenancy and Supported Living Services team and the Senior Leadership Team.
- To identify potential training needs for the Housing, Tenancy and Supported Living Services team.
- To promote and publicise the Housing, Tenancy and Supported Living Services among relevant agencies, referrers, service users and potential service users.
- To liaise and network with relevant statutory and voluntary sector partners, developing and maintaining relationships with key partners across Gwent.
- To liaise with regulatory bodies as required.
- To lead on governance related tasks such as obtaining quality marks and accreditation of services provided by the Housing, Tenancy and Supported Living Services Team.
- Contribute to strategic and business objectives for Mind in Gwent as a whole and for this service area specifically.

## **Funding and income generation:**

- To undertake funding applications and income generation opportunities to support the development of the Housing, Tenancy and Supported Living Services and its projects.

- To effectively work with colleagues across the organisation to identify innovative ways of working which lead to income generation opportunities.
- To work in partnership with the Senior Leadership Team to identify funding needs and opportunities and to source these opportunities on own initiative where appropriate.
- To ensure that all funding applications are informed by lived experience of individuals who would be accessing the service.
- To support the Housing, Tenancy and Supported Living Services Team to regularly undertake meaningful consultation with those who access our services, to inform and guide the funding strategy.
- To be responsible for leading on the Housing, Tenancy and Supported Living Services Team funding strategy and to review and present this to the Senior Leadership Team.

### **Service Monitoring & Evaluation:**

- To support coordinators/ managers in the set up and maintenance of appropriate record keeping systems in line with data protection requirements.
- To ensure service outcomes and outputs are effectively monitored and evaluated and deadlines are met.
- To support coordinators/ managers in ensuring budgets are adhered to and financial systems maintained.
- Ensure any funded projects are provided in line with the funding application and monitored.
- To undertake gap analysis of services and needs within the communities, in partnership with relevant parties (local organisations, Housing, Tenancy and Supported Living Services and professionals) to address gaps in service delivery and inform funding applications.

### **Co-production and participation:**

- To champion the voices of people and create meaningful and authentic opportunities for co-production in the design and delivery of services.
- To uphold and work towards the pledge of participation and engagement of those who use our services in all that we do.
- Embrace the need for systemic change for better Housing, Tenancy and Supported Living Services and reflect on the participation of our communities in the governance of the work of the Housing, Tenancy and Supported Living Services team.
- Share skills, knowledge and expertise to improve service delivery at all levels of the organisation.

- To champion co-production, participation and the voices of our communities when liaising with commissioners and funders, in line with social action principles.
- To create a culture of inclusivity, diversity and equity for all individuals within the Housing, Tenancy and Supported Living Services team and those that access our services.

### **Expectations:**

- To work in line with, and to support the delivery of, the vision, mission, values and goals of Mind in Gwent and to be a champion for Mind in Gwent at all times.
- Adhere to and work within all the policies of Mind in Gwent, such as child protection policy, protection of vulnerable adults, confidentiality and data protection policies, and the policies contained within the employee handbook.
- To actively participate, engage with, and respond to, the Mind in Gwent supervision and appraisal processes.
- To attend and positively contribute to Mind in Gwent meetings and other meetings as required.
- To attend and positively contribute to Mind in Gwent and external training as required.
- To actively contribute to a positive, supportive and constructive working ethos, relationships and environment within Mind in Gwent, partner organisations and other organisations.
- To support and contribute to our overall aim of the participation of people with experience of mental health problems, including within Mind in Gwent and to be committed to working alongside people with experience of mental health problems, as colleagues, (paid & unpaid) experts and campaigners.
- To be flexible, adaptable and undertake work to support the aims of Mind in Gwent as required.

**Person Specification:**

Person Specification	Criteria
Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience working with Housing, Tenancy and Supported Living Services and mental health (statutory or voluntary sector), trauma informed practice, 121 and group work</li> <li>• Experience of managing multiple projects/ teams</li> <li>• Experience of managing multiple priorities</li> <li>• Experience of leadership and staff management</li> <li>• Multi-agency working</li> <li>• Building and maintaining relationships</li> <li>• Experience of completing funding applications and income generation initiatives</li> <li>• Experience of managing finances and budgets for multiple projects</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of policy writing and implementation of new policies and procedures to multiple teams</li> </ul>
Knowledge	<p><b>Essential</b></p> <p>Sound knowledge of:</p> <ul style="list-style-type: none"> <li>• Housing support grant funding, allowable activities and housing support outcomes.</li> <li>• Relevant legislation e.g. Renting Homes Wales, Homelessness, Social Security Benefits</li> <li>• Co-production and participation approaches</li> <li>• Mental Health and wellbeing approaches and evidence-based models e.g. trauma informed working, resilience and restorative approaches</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Service Design</li> </ul>
Qualification and training	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Level 7 or equivalent or qualified by experience</li> <li>• ILM/ Leadership and Management qualification or equivalent or qualified by experience</li> <li>• Housing Management Qualification or qualified by experience</li> </ul>

Competencies and skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Proficient IT skills and knowledge of Microsoft packages in particular MS Word and Outlook</li> <li>• Coaching and mentoring skills</li> <li>• Reflective practitioner</li> <li>• Ability to think and work strategically</li> <li>• Ability to work with complex issues and manage a demanding workload</li> <li>• Proficient presenter and facilitator</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Ability to supervise volunteers/ students</li> </ul>
Personal Characteristics and other	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• High level of intra and interpersonal skills</li> <li>• Ability to carry out evaluation</li> <li>• Strong verbal and written communication skills</li> <li>• Able to build effective and engaging relationships</li> <li>• Ability to respond constructively to change</li> <li>• Attention to detail</li> <li>• Resilient</li> <li>• Reliable</li> <li>• Collaborative</li> <li>• Solution focussed</li> <li>• Flexibility of approach</li> </ul>

**Disclosure and Barring Bureau Check:**

Because of the nature of this job, it will be necessary for the appropriate level of disclosure and barring check 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 by the Authority. 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.