



Newport Mind, Mind in Gwent

Job Description

Title:	Housing and Tenancy Support Services Deputy Manager
Responsible To:	Housing and Tenancy Support Services Manager (Newport Mind, Mind in Gwent)
Location:	Mind in Gwent predominantly Newport
Pay:	NJC 15 - 22 £29,093 - £32,654
Hours:	37 Hours

PURPOSE OF POST:

To work with the Housing and Tenancy Support Services Manager to deliver a housing management service to tenants across Newport Mind's shared houses in accordance with existing contracts. Ensuring that the property management is carried out in accordance with current legislation and best practice in respect of Health and Safety and service delivery.

To work with the Housing and Tenancy Support Services Manager to manage Newport Mind's Housing Support Grant funded housing related support service provided for tenants in their own homes and in the community regardless of tenancy type.

To work with the Housing and Tenancy Support Services Manager to manage and supervise effectively the team of Housing and Tenancy Support Workers and Cleaners to ensure that the needs of the tenants and clients are met in line with the requirements of the Housing Support Grant (HSG), Health and Safety Legislation, Safeguarding and Protection of Vulnerable Adults.

To work with the Housing and Tenancy Support Services Manager to develop and maintain effective working relationships with relevant external stakeholders and groups including colleagues across Mind in Gwent, the Housing Support Grant Team, Housing Benefits, Housing Associations, Relevant Third Sector Organisations, Contractors and Maintenance firms.

To work with the Housing and Tenancy Support Services Manager to ensure services are developed and managed in accordance with relevant legislations, regulatory requirements and good practice.

To take responsibility for the management and leadership of the Housing and Tenancy Support Services and supported accommodation including staff, resources and relationships with stakeholders in the absence of the Housing and Tenancy Support Services Manager reporting to the Head of Housing, Tenancy and Supported Living Services.

PRINCIPAL RESPONSIBILITIES:

1. To manage and supervise, in agreement with the Housing and Tenancy Support Services Manager, Newport Mind's Housing and Tenancy Support Services Team and the ancillary staff such as the cleaner taking action to deal with sickness and absence, conduct and capability, referring issues to Head of Housing, Tenancy and Supported Living Services as appropriate.
2. To manage the on-call rota ensuring the on-call information, phones and keys are up to date, the rota is covered, new on call cover staff receive training and on-call incidents are recorded properly ensuring there is appropriate follow up.
3. To take an active role as a member of the management team of Newport Mind and Mind in Gwent working collectively to lead Newport Mind and Mind in Gwent in pursuit of the organisation's vision, mission, values and goals.
4. To review, evaluate and where necessary, in agreement with the Housing and Tenancy Support Services Manager and/or Head of Housing, Tenancy and Supported Living Services, introduce effective and efficient procedures to manage the Housing and Tenancy Support workers to provide services in compliance with the requirements of the Supporting People Programme Grant, best practice and ethos of Newport Mind.
5. To work with the Housing and Tenancy Support Services Manager to review, evaluate and where necessary, in agreement with the Head of Housing, Tenancy and Supported Living Services, introduce effective and efficient procedures to manage the shared houses and all aspects of their environments, organising repairs, maintenance and regular upkeep, coordinating and managing responses to tenancy management issues.
6. To work with the Housing and Tenancy Support Services Manager to ensure that all relevant Health and Safety policies and procedures are in place in respect of staff, tenants and all properties and that staff are aware of, and comply with, all such procedures. To take particular responsibility for the management of the lone working devices and system in the absence of the Housing and Tenancy Support Manager.

7. In the absence of the Housing and Tenancy Support Manager to ensure that complaints made by service users about properties, staff members or other tenants are dealt with in accordance with established procedures in an effective and efficient manner.
8. To assist the Housing and Tenancy Support Manager to manage and maintain record systems in accordance with Housing Support Grant requirements, organisational needs and established procedures; review/develop new procedures with Operations Manager/ Head of Housing, Tenancy and Supported Living Services as and when appropriate. In the absence of the Housing and Tenancy Support Manager to ensure that Housing and Tenancy Support workers maintain all records, calendars and timesheets to the standard required.
9. To assist the Housing and Tenancy Support Manager to 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.

EXPECTATIONS

1. To work in line with, and to support the delivery of, the vision, mission, values and goals of Newport Mind, Mind in Gwent and to be a champion for Newport Mind and Mind in Gwent at all times.
2. Adhere to and work within all the policies of Newport Mind, Mind in Gwent and the Housing Support 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 and Mind in Gwent's supervision, external supervision and appraisal processes.
4. To attend and positively contribute to Newport Mind, Mind in Gwent and Housing and Tenancy Support meetings and other meetings as required.
5. To attend and positively contribute to Newport Mind, Mind in Gwent, Housing and Tenancy Support, Housing Support Grant training as required.
6. To actively contribute to a positive, supportive and constructive working ethos, relationships and environment with Newport Mind, Mind in Gwent, partner organisations and other organisations.
7. To contribute to making Newport Mind and Mind in Gwent 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 Mind

in Gwent 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, Mind in Gwent and the aims of Housing Support Grant funding as required such as with the Mind Monmouthshire Tenancy and Supported Living Team.

Disclosure and Barring Service Check

Due to the nature of this job, it will be necessary for the appropriate level of Disclosure and Barring Service 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.

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).

Experience	
1. Three years' experience of housing and tenancy related support, the Housing Support Grant, the Welsh Government's Homelessness agenda and Welsh housing and tenancy legislation.	E
2. Experience of working effectively with a variety of statutory and voluntary organisations in the interests of Newport Mind, its staff, services and people with mental health problems such as the Housing Support Grant team, Newport City Council, Aneurin Bevan University Health Board, housing associations and third sector organisations.	E
3. Experience of working effectively as part of a number of different teams.	E
4. Experience of recording and monitoring of programmes, interventions and support on a database and using the information to produce high quality reports, including safeguarding.	E

5. Experience of working with students, volunteers, community members and people accessing services to achieve objectives.	E
6. Direct or indirect experience of mental health problems.	E
Skills/Abilities	
7. Able to network and build effective working relationships with a spectrum of individuals, groups and organisations.	E
8. Able to communicate effectively, orally, in writing, and through presentations, to a high standard with a diverse range of individuals, groups and audiences at different levels of understanding and ability.	E
9. Able to work successfully on your own initiative and as part of a number of teams and partnerships managing your own work load.	E
Equality and Diversity	
10. Able to identify, understand and respond to the differential impact that disadvantage, inequality, stigma and discrimination have on individuals, communities and groups.	E
11. A demonstrable commitment to equality of opportunity and a positive approach to diversity.	E
12. A demonstrable commitment to working alongside people with mental health problems or experience of mental health problems as colleagues.	E
Specialist Knowledge	
13. A good knowledge and understanding of mental health and mental wellbeing for individuals including the wider context, such as services, legislation, and policies.	E
14. Knowledge and understanding of housing and tenancy legislation and practice.	D
15. Knowledge and understanding of the Housing Support Grant programme.	E
Education and Training	
16. A relevant degree or other qualification or equivalent experience suitable to the role.	E
17. Training relevant to the role such as mental health, housing, housing	E

support grant and support planning	
Other Requirements	
18. Willingness to be flexible in meeting the needs of people with mental health problems, the needs of Newport Mind, Mind in Gwent and the needs of the funders as appropriate to the role including evening, weekend and on call working.	E
19. A commitment to the ethos and values of Mind, Newport Mind and Mind in Gwent.	E
20. A clean driving licence and access to a roadworthy car.	E
21. Any other duties appropriate to the role as directed by a more senior manager.	E

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;

- (i) Child Protection and the Protection of Vulnerable Adults
- (ii) Equalities and Human Rights
- (ii) Health and Safety
- (iii) Data Protection