

Job Description

Title:	Housing and Tenancy Support Worker (complex needs)
Responsible To:	Housing and Tenancy Support Services Manager and Housing Support Grant (HSG) team in Newport City Council (NCC)
Grade:	NJC 8 – 14 £25,992 - £28,624
Hours:	37 Hours
Contract:	Post currently funded until March 2027

Purpose of Post:

To provide specialist mental health input in the delivery of structured housing related support to people with complex needs living or homeless in Newport.

To work as part of a multi-agency team of specialist support workers drawn from a range of third sector organisations working together to achieve positive outcomes for people with complex needs.

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

To work with a range of statutory and third sector individuals and organisations to maximise the support, resources and opportunities available to the client to address their needs in relation to housing.

Principal Responsibilities:

1. To deliver housing related support to clients with complex needs, as part of a specialist team, line managed by the HSG team, employed by Newport Mind, Mind in Gwent, supervised by the Housing and Tenancy Support Services and being part of the Housing and Tenancy Support Services Team at Newport Mind.
2. Deliver person centred housing related support to clients 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 create individual personal support and plans, understanding that complex clients may need an innovative strategy to make changes and achieve their goals.

3. To network effectively with voluntary and statutory agencies to promote the needs of the clients. To joint work where necessary within the team to achieve good outcomes. Working with clients so that they have the knowledge, understanding and skills to access services, support and to improve their mental wellbeing and resilience for themselves.
4. To assist clients with benefits and housing to increase income and opportunities to be suitably housed, keeping up to date with the Social Security system and housing legislation, ensuring that clients are referred for specialist advice where appropriate.
5. Focus on client involvement ensuring that clients have their views heard and that the needs and wishes of clients, individually and collectively, are respected in the services and support provided.
6. Work as part of a specialist team to develop and deliver activities that achieve positive outcomes for clients with complex needs receiving tenancy support.
7. Ensure all work is recorded and monitored to help with planning, to achieve outcomes and contribute to performance management on an individual, team and organisational basis.
8. Ensure that anti-racism, equality and diversity are central to your work addressing disadvantage, inequalities, stigma and discrimination, making sure that you take action to reach people from marginalised or disadvantaged groups and that the services you provide match their needs.
9. Work in accordance with best practice, legal requirements, the policies of Mind in Gwent, and the policies proscribed by the funders and to contribute to the development of such policies.
10. Support service development through researching models of good practice, sharing good practice guidelines, developing and leading on partnerships and initiating new services.
11. To contribute to the work of other projects and teams of Mind in Gwent 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 Mind in Gwent and to be a champion for Mind in Gwent at all times.

2. Adhere to and work within all the policies of Mind in Gwent and the Housing Support Grant Programme, 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 Mind in Gwent supervision, external supervision and appraisal processes.
4. To attend and positively contribute to Mind in Gwent and Housing and Tenancy Support meetings and other meetings as required.
5. To attend and positively contribute to 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 Mind in Gwent, partner organisations and other organisations.
7. To contribute to making 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 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 Mind in Gwent, the aims of the Housing and Tenancy Support Team and the aims of Housing Support Grant funding.

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 experience, skills, abilities and knowledge required to do the job, address as many points as you can in your application form. The second column indicates whether the

characteristic is essential (E) or desirable (D).

Experience	
1. Experience of providing person centred housing related support to people with mental health problems in the community.	E
2. Experience of delivering person centred support to promote mental wellbeing and independence, supporting people to progress to a life without the need for support.	E
3. Experience of working with clients in assessing their needs and creating personal support and plans.	E
4. Experience of working effectively as part of a number of different teams.	E
5. Experience of working effectively with a variety of statutory and third sector organisations in the interests of clients.	E
6. Experience of developing activities to achieve outcomes individually and as part of a team.	E
7. Experience of recording and monitoring all work to help with planning, to achieve outcomes and contribute to performance management on an individual, team and organisational basis.	E
8. Direct or indirect experience of mental health problems.	D
Skills/Abilities	
9. Able to provide support to people in a way that promotes their involvement, independence, resilience and achieves positive changes in their lives.	E
10. Able to communicate effectively, orally and in writing, with a diverse range of people with different levels of understanding and ability.	E
11. Able to work successfully on your own initiative and as part of a number of teams and partnerships.	E
12. Able to organise and prioritise own workload effectively to meet job and project objectives.	E
Equality and Diversity	
13. Ability to identify when discrimination is taking place in service	E

delivery or in the work-place and take appropriate action.	
14. A demonstrable commitment to equality of opportunity, a positive approach to diversity and to Mind in Gwent becoming a proudly anti-racist organisation.	E
15. A commitment to, and experience of, to working alongside people with mental health problems as colleagues.	E
Specialist Knowledge	
19. A good knowledge and understanding of mental health.	E
20. A good working knowledge of the Benefits Systems, Housing and Tenancy legislation and of the Housing Support Grant.	D
Education and Training	
21. Relevant training and/or qualifications for the job such as mental health, housing, Social Security Benefits and the Housing Support Grant.	E
Other Requirements	
22. A commitment to acquiring the skills, knowledge and understanding, to become an expert in housing, housing support and mental health.	E
23. Willingness to be flexible in meeting the needs of people with mental health problems, the needs of Newport Mind and the needs of the housing support grant.	E
24. A commitment to the ethos and values of Mind and Newport Mind.	E
25. A clean driving licence and access to a roadworthy car.	E
26. Any other duties appropriate to the role as directed by a 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 Mind in Gwent'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