

## **JOB DESCRIPTION – Tenancy Support Worker** Fixed-term contract to 31 March 2023

**Reporting to** Tenancy Sustainment Team Leader      **Salary** £25,250 FTE Per annum, rising to £26,765 FTE after

**Location** Kingston Upon Thames      successful completion of probation period

**ABOUT US**      **Hours** Part-Time, 30 hrs, 4 days per week

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

### **PURPOSE OF JOB**

As a Tenancy Support Worker, you'll assist allocated clients to identify and work towards individual goals consistent with sustaining a tenancy in supported housing or privately rented accommodation.

### **DUTIES**

#### **PRINCIPAL RESPONSIBILITIES:**

##### **Service Delivery:**

- To be responsible and accountable for delivering high quality support services for previously homeless people moving off the streets and vulnerably housed people in line with SPEAR's policies and procedures.
- Provide an effective need led service for clients throughout their engagement with SPEAR, in line with SPEAR's policies and procedures;
- Work with allocated clients to assess their needs, and to secure appropriate accommodation;
- Assist allocated clients to identify and work towards individual goals consistent with sustaining a tenancy in supported housing or privately rented accommodation;
- Ensure that allocated clients have access to specialist services as required, utilising both internal and external resources.

##### **Casework Management:**

- To be responsible and accountable for providing advice, support, motivation, crisis intervention and future planning, appropriate to the expressed needs of service users with the aim of ensuring that every client goes on the live independently.
- Undertake assessments and casework with clients seeking support or resettlement, ensuring an integrated approach to the support provision.
- Participate in regular reviews of clients' cases, alongside partner agencies and other SPEAR services.
- Develop positive working relationships with clients in order to facilitate the best possible outcomes and to address issues of social isolation and exclusion.

- Assist clients with finances, including welfare and housing benefits and grant claims, liaising with appropriate agencies where necessary.
- Maintain a safe and appropriate physical environment for staff and service users, in conjunction with the Landlords and Health and Safety.

## PERSON SPECIFICATION

### KNOWLEDGE, SKILLS AND ABILITIES:

- Experience of working within the homelessness or social care sector
- Knowledge of GDPR and data management
- An understanding of and commitment to confidentiality and professional boundaries
- The ability to work with clients who may display challenging behaviours
- Solid IT skills with the ability to record and sound accurate records in a timely fashion on IT applications such as CHAIN and Inform.
- Ability to write concise reports, client notes and external letters to a high standard of efficiency
- Experience of conducting client assessments and interviews
- Effective time and workload management
- Excellent organisational skills
- The ability to work on own initiative, creatively managing a varied workload

## VALUES

### Working together

We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

### Aspirational

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

### Respectful

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

### Determined

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

### Visionary

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.

**At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.**