

**Job Description**

**Job Title:** Pathways Tenancy Engagement Worker

**Location:** Norwich

**Responsible to:** Norwich Central Housing Manager

**Responsible for:** -

**Job Purpose:** The Tenancy Engagement Worker will work closely with service users by providing them with tailored support which allows them to successfully manage their new, long term, secure tenancies. The Tenancy Engagement Worker will identify and understand the barriers that service users face and will provide the help and support required to overcome these, whilst building capacity and resilience of individuals to sustain their accommodation.

The Tenancy Engagement Worker will work closely with the Pathways Resettlement Workers and other colleagues to develop a seamless approach to the resettlement of our service users, helping to create a joined-up approach to the delivery of personalised support which allows them to successfully transition to and maintain, their new tenancies and ensure that the specialist help and support they need to maintain independent living.

**Main Responsibilities**

- Provide ongoing support to a range of service users with complex needs to ensure that they can sustain their accommodation and live independent of support
- Collaborate with – and support clients to access- additional specialist services where necessary and appropriate in order to contribute to independent living.
- Ensure that the advice, guidance and support provided is of the highest possible standard and considers compassion, and respect for service users at all times.
- Ensure that delivery of the role is underpinned by the MEAM\*, PIE\*\*, and Housing First models.
- Ensure that housing and support plans are outcome focused, co-produced, and provide opportunities for capacity building in order to promote independence.
- Follow safety systems and other operational procedures relating to the delivery of the service at all times, including but not limited to safeguarding, health & safety, risk assessment, lone working, security, and data protection and confidentiality etc.

- Capture and record accurate and timely monitoring and management information in relation to the delivery of the service, including but not limited to: case notes, service user data consents, risk assessment and management plans, case reviews, service user outcomes data and so on.

### Service delivery

- Undertake to deliver face to face advice, guidance and practical support to service users across a range of themes linked to homelessness
- Work collaboratively with other colleagues within and outside of Pathways project to ensure that individuals are able to maintain independent living.
- Ensure that the service is service user focused, consistent and of the highest quality in terms of the delivery of advice, guidance and support
- Ensure that equality of opportunity and diversity are embedded throughout all aspects of delivery of the service
- Support service users to access other agencies or provision where additional specialist support is required or where other services may be best placed to help
- Where required, undertake outreach and floating support activities to engage with services users in settings or venues they feel comfortable
- Keep abreast of service user trends/needs and wider external developments affecting the service, and use this knowledge to support the partnership to develop the service to meet these needs.


### Safeguarding

- To ensure that YMCA Norfolk's Safeguarding Procedures, Policies and Operational Guidance are delivered in line with our values and ethos.
- To ensure the primacy of safeguarding children, young people and adults within or connected to YMCA Norfolk.
- To promote the welfare of children, young people and adults within or connected to YMCA Norfolk.

### Internal Communications

- To ensure effective liaison with all departments regarding relevant issues and information.
- Where required input into cross-locality and cross-organisational working groups to support wider organisational objectives.

### Development

- Attend and contribute in team meetings to further the service areas YMCA Norfolk work in line with the Organisations vision and strategy.
  - Attend and participate in regular supervision and appraisal.
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### Performance Management

- To ensure that the performance requirements of YMCA Norfolk (YMCAN) and funders are met and that Young People receive a high quality person-centred service that is in line with YMCAN's values.
- To maintain effective systems for recording and measuring outcomes for Quality Assurance purposes as required for the Pathway service.
- To record all interactions, maintaining up to date information on client records on the appropriate database utilising technology supplied aiming for "live data".
- To be alert to and manage risk effectively in all locations.
- To adhere to all lone working policies and risk assessments provided for you by YMCAN.
- To actively take part in required mandatory training as part of the yearly cyclical training calendar.
- To operate within clear professional boundaries and work within YMCA Norfolk's Staff Code of Conduct.
- To operate within the Behaviours Framework embedded across the organisation.
- To implement and adhere to YMCA Norfolk's Policy and Procedures at all times.


### Involvement

- To actively encourage a culture of involvement and inclusion of young people in the work and life of YMCAN.
- As required engage in wider involvement opportunities and activities of YMCAN.

### Equality and Diversity

- To act in accordance with YMCAN's equality, diversity and inclusion policy and procedures, to ensure that the Organisation is compliant with legal and regulatory requirements.

### Christian Ethos

- To work in line with the ethos of the organisation across the service area.
  - To ensure all policies, procedures and working practices within the service area support the Christian ethos and values of the organisation.
  - To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities/Job description and the changing working environment.
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### **Terms and Conditions**

<b>Pay:</b>	£10.78 per hour
<b>Hours:</b>	37.5 hours per week
<b>Contract:</b>	Fixed term for 12 months
<b>Shift Pattern:</b>	Monday – Friday – with occasional weekend or evening work
<b>Annual Leave:</b>	33 days (pro rata) per annum inclusive of Bank and Public Holidays.
<b>Pension:</b>	Access to contributory stakeholder pension scheme after 3 months
<b>Notice Period:</b>	1 Month
<b>Conditions of Appointment:</b>	Satisfactory medical examination, satisfactory references and satisfactory DBS check.
<b>In Service Training:</b>	Time allowed for in-service training, subject to budgetary provision.



<p><b>Scale</b> Staff</p> <p>Sites</p>	<p>None</p> <p>TBC</p>
<p><b>Discretion to Act</b></p>	<p>The Post holder can authorise welfare spending as agreed with Housing Manager. They hold no budget setting or budget responsibility.</p>
<p><b>Environment</b></p> <ol style="list-style-type: none"> <li>1. YMCA Norfolk operates on a 24 hour, 365 days per year basis.</li> <li>2. Unsocial hours</li> <li>3. Risk</li> </ol>	<p>The post holder may need to be contacted in the event of an emergency related to their Service Area.</p> <p>There may be a requirement to work evenings and weekends to meet client needs.</p> <p>The level of risk is assessed as low/medium. The Post holder works in a supported housing environment with those who are vulnerable and in housing need. There is a risk of violence both directed at staff, between residents, and directed by residents on themselves e.g. drug overdoses etc. The risk is managed and mitigated through a number of interventions including: training in core skills, non-managerial supervision, risk assessments and regular reviews of residents and a strong policy and procedure framework.</p>



**Person Specification**

<b>Category</b>	<b>Essential</b>	<b>Desirable</b>
<b><i>Knowledge</i></b>	<p><b>K1</b> - Knowledge of housing legislation including tenancy management.</p> <p><b>K2</b> - Knowledge of undertaking needs and risk assessment and support planning (housing related support).</p> <p><b>K3</b> - Knowledge of the statutory frameworks for safeguarding children and young people and vulnerable adults.</p>	<p><b>K4</b> - Knowledge of resources available to young people in the local community.</p> <p><b>K5</b> - Knowledge of the benefits system in particular housing benefit and the welfare reform bill.</p>
<b><i>Skills</i></b>	<p><b>S1</b> - Ability to undertake needs and risk assessment, safety and support planning.</p> <p><b>S2</b> - Ability to implement restorative processes and respond to anti-social behaviour to effect a change</p> <p><b>S3</b> - Ability to communicate clearly and effectively with clients, colleagues and other professionals.</p> <p><b>S4</b> - Ability to demonstrate emotional stability and resilience to pressure.</p> <p><b>S5</b> - Ability to work with agreed standards of professional boundaries and confidentiality.</p>	
<b><i>Aptitude</i></b>	<p><b>A1</b> - Competent user of outlook, work, excel and PowerPoint.</p> <p><b>A2</b> - Competent at record keeping and report writing.</p>	
<b><i>Experience</i></b>	<p><b>E1</b> Recent experience of working in a support or housing setting with vulnerable homeless people with support needs.</p>	<p><b>E2</b> Experience of undertaking outreach support to clients from a supported housing environment into a more settle accommodation.</p>



	<b>E3</b> Experience of undertaking needs and risk assessment and support planning.	
<b>Education</b>	<b>Q1</b> - "O" level / GCSE or Equivalent in Maths and English.	<b>Q2</b> - L3 Professional or skill based qualification in Housing. <b>Q3</b> - Evidence of recent relevant training.
<b>Christian Ethos</b>	<b>V1</b> - In sympathy with the Christian Identity of the YMCA.	
<b>Personal Qualities</b>	<b>P1</b> - Able to present self and work effectively. <b>P2</b> - High levels of honesty, integrity and discretion.	
<b>Circumstances</b>	<b>C1</b> - Able and willing to work unsocial hours. <b>C2</b> - Hold a full driving licence and have own transport.	
<b>Health</b>	<b>H1</b> - Able to meet the requirements of the post with or without reasonable adjustment.	
<b>Equality and Diversity</b>	<b>O1</b> - An understanding of equality and diversity.	

