



Spring | Housing Association

Tenancy Sustainment Worker

Applicant Information Pack

X3 positions available
Temporary and permanent contracts.

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential.”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness.
- To assist people on a journey away from housing need towards a future of stability, happiness and independence.

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed 5 years ago in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to:

- Care leavers
- People who are homeless or at risk of homelessness
- Refugees

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term. We have over 650 units of accommodation across 15 local authorities.

We currently employ over 70 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire. We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

Our main area of work is:

- ✓ Accommodating and supporting people who are homeless: we provide intensive housing management support to support people to move on to more permanent accommodation.
- ✓ Providing accommodation and support to refugees largely under the government Syrian Vulnerable People Resettlement Programme.
- ✓ Accommodation and support for 16-17-year-old care leavers and asylum-seeking unaccompanied children and a housing/support service for 18-25-year olds.
- ✓ Advocacy and development in the homelessness sector with a focus on improving standards in the PRS and supported accommodation sector.

Staff say:

“Spring goes above and beyond; doing what needs to be done to help an individual”

“Flexible working/ find ways to make it work rather than saying ‘no’”

“Creating homes, not just housing”

Staff Roadshow – Creating Spring Values 2018

Customers Say:

“Spring is very good. Good housing and takes care of people”

“the staff here are very polite sincere and helpful”

“I would recommend spring to anyone”

Customer Survey 2018

Benefits of Working with Spring:

- ✓ Flexible working hours including part time hours, evenings and weekends
- ✓ 30 days per annum including bank holidays
- ✓ 1 day's paid leave (pro rata) on your birthday
- ✓ Contributory pension scheme
- ✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade
- ✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments
- ✓ Employee assistance programme – free confidential advice and counselling
- ✓ A commitment to staff training and development.

Thank you from Dominic Bradley.

Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director

Job Advert – Tenancy Sustainment Worker – Homeless Services

X3 positions available

Temporary and permanent contracts.

We are looking for a Tenancy Sustainment Worker (37.5 hours per week) to provide an efficient, customer focused support service to customers who have been at risk of homelessness.

Focusing on the identified needs of customers, you will provide practical support, guidance and advice on tenancy sustainment. This will include conducting viewings, sign ups, making and maintaining benefit claims and rent arrears monitoring, accessing repairs, managing anti-social behaviour, conducting property and health & safety checks, supporting with and providing advice on move on options and working with additional stakeholders such as community/health services.

The successful candidate will need to be able to work autonomously.

Due to the nature of the role a driving licence and use of a vehicle to undertake site visits and attend regular meetings at the Groups offices in Birmingham is required. You will also be flexible with your working hours to meet deadlines where appropriate.

Our ideal candidate will have experience of working who have been at risk of homelessness or vulnerable adults and will have a good understanding of the welfare benefits system, tenancy agreements, and experience of the housing and support sectors. In addition, you will have excellent written and verbal communication skills and the ability to manage and prioritise your workload accordingly. In particular, you will need:

- ✓ Knowledge of welfare benefits, housing, and tenancy management
 - ✓ Understanding of the challenges faced by individuals who have been at risk of homelessness
 - ✓ Effective interpersonal skills
 - ✓ Ability to work with customers with a range of different needs
 - ✓ Ability to work with customers from a range of different backgrounds
 - ✓ Ability to be flexible with your working hours to meet the needs of customers where appropriate
 - ✓ NVQ level 3 qualification in Housing / Health and Social Care is desirable
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- Driving licence and access to a vehicle is essential for this role
 - DBS check required

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks***

Application: For more information please see our Application Pack on our website - <https://springhousing.org.uk/jobs/>. Please send CV with short covering letter outlining why you are interested in this role via the indeed portal, if you are invited to interview you will also need to complete an application form.

Job Type: Full-time – 37.5 hours

Salary: £18,500 to £20,500 per annum

X3 positions available

Temporary and permanent contracts.

More about the role and our services managed by the Housing Services Department

If successful you will work in conjunction with our existing Tenancy Sustainment Workers and will be line managed by the Head of Housing. You will be responsible for providing clear communication (written and verbal) to support individuals deal with a range of housing related, personal and social complex issues.

You will be required to attend various meetings with both statutory and voluntary agencies to support the family's development where culture, behaviour and language barriers are having an impact. The role will vary according to needs of the individuals you will be supporting.

The role will be based in our Birmingham Offices and you will be expected to visit customers in their homes, local community and or venue of choice.

The Housing Services Department manage well over 600 units of accommodation across 3 regional areas, our accommodation ranges from self-contained units, family houses, shared houses (dispersed accommodation) and hostel accommodation.

Hagley Lodge

Hagley Lodge is one of our 24 hour homeless hostels based within Edgbaston, Birmingham areas. The service consists of 34 rooms all of which are en-suite. Staff are available 24 hours a day to provide housing related support services to customers via support sessions or upon request.

The service is aimed males over the age of 18 plus who have low to medium support needs.

As part of our specialist service we provide:

- 24 hours Housing related support services
- In house repairs solutions and services
- Support with benefits and legal advice.
- Move on support
- Support with education, training, volunteering and employment
- Onsite training workshops and drop ins by support agencies
- Rent relief scheme to help people back into work



Role Profile and Person Specification

Section 1 - Role

Post:	Tenancy Sustainment Worker
Reporting to:	Head of Housing
Directive:	Housing Services Department
Grade/Salary:	£18,500 to £20,500 per annum
Car user:	Up to 40p per mile

Section 2 - Key Tasks and Responsibilities

OVERALL JOB PURPOSE

1. To provide an efficient, responsive, sensitive holistic housing management & support services for the organisations customers and those applying to the organisation for housing. Services will be delivered to customers residing within a Hostel environment or within a geographical patch setting.

Section 3 – Duties

1. Provide contact, advice and guidance to customers within the framework of the occupancy agreement and the relevant organisation procedures. This includes the preparation and facilitations of occupancy agreements, Handbooks and Information Packs, sign-ups for new tenants (in partnership with the Assessments & Allocations Manager)
2. Enforcement of tenancy conditions and ensuring the housing estates and stock are maintained
3. Support customers with internal transfer or move on's.
4. To deal with enquiries and complaints from tenants and members of the community as well as the general public.
5. To liaise with tenants on housing management problems as required.
6. To actively promote and market empty homes in order to undertake the letting of homes within the Organisations relevant policies and procedures, to ensure rent loss is kept to a minimum.
7. Contact with Local Authorities on the resolution of nominations via CBL for all properties/tenancies. This includes the maintenance of the housing waiting lists (where applicable).
8. To take appropriate enforcement action to ensure the effective resolution of anti-social behaviour in accordance with the Organisations policies and procedures.
9. To liaise with, and give advice to, the maintenance team on the prioritisation of day to day repairs required for the proper maintenance and improvement of all properties.
10. Ensure all relevant forms, data bases are regularly kept up to date
11. Maintain 100% contact with customer within the patch
12. Liaise with referral/assessment agencies
13. Facilitate regular resident meetings
14. To work with the senior management to develop and implement tenancy sustainment action plans
15. Ensure regular property inspections and H&S inspections and report any adverse issues to the relevant teams for actioning

16. To undertake other duties in general housing management as instructed by the senior management team and within the post holder's experience and expertise.
17. To assist the Head of Property & Income Management in all aspects of control and recovery of rent arrears.

Duties will include:-

- Interviewing tenants in their home or in the office.
- Carrying out regular welfare checks
- Property inspections and completing H&S checks
- Safeguarding management
- Maximising income for tenants
- Rent management
- To reach agreements to reduce rent arrears.
- Facilitating regular support sessions / reviews
- Carrying out property and health & safety checks on sites you will manage
- To complete reports of all interviews carried out with tenants
- Facilitating viewings and sign ups.
- Competing housing benefit claims (online)
- To recommend actions in respect of Notices of Seeking Possession, Court action and other legal remedies.
- To issue Notices of Seeking Possession where appropriate.
- To seek agreement with tenants prior to County Court hearings.
- To deal with correspondence, telephone etc. And collection of rent/personal charges and monitor rent accounts with support from admin team.

16. To carry out administrative and other functions:

Duties will include: -

- General reception duties (as and when required)
- Recording of incoming and outgoing mail.
- Accept cash and cheque payments in accordance with the Organisations policies and procedures.
- Arrange and participate in internal and external training schemes as appropriate.
- Take such steps as are reasonably practical to ensure the health & safety of him/herself and others affected by his/her work.
- Any other duties that may be required within the post holder's capability or as temporary cover during staff leave or sickness

This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing aim to reach agreement on changes, but if agreement is not possible, Spring Housing reserves the right to change this job description.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications <ul style="list-style-type: none"> • Good standard of education (Maths and English GCSE or equivalent) or equivalent experience gained in a work related environment • CIH Recognised qualification 	✓	✓
Experience <ul style="list-style-type: none"> • Experience of delivering housing support 	✓	

<ul style="list-style-type: none"> • Experience of working within policies, procedure frameworks • Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs • Ability to deal with challenging situations calmly and effectively ensuring risks are reduced • Experience of supervising volunteers and trainees 	✓ ✓ ✓	 ✓ ✓
Knowledge and Understanding <ul style="list-style-type: none"> • Knowledge of the housing benefits system and housing provision • Understanding of housing management systems • Knowledge and understanding of external partner agencies • Good understanding of IT systems including word, excel, email • Understanding of the effects of homelessness has on individuals • Understanding of the need for and observe confidentiality at all times • Understanding of health and safety and risk management 	✓ ✓ ✓ ✓ ✓	 ✓
Abilities and Skills <ul style="list-style-type: none"> • Ability to work on own initiative • Ability to work as an integral member of the team • Good organisational skills and an ability to prioritise and manage work to deadlines • Ability to change and adapt to demands in a fast moving environment • Effective interpersonal and communication skills • Ability to speak Arabic 	✓ ✓ ✓ ✓ ✓	 ✓
Behaviours <ul style="list-style-type: none"> • Sensitive to customer needs with a strong commitment to delivering high quality service • A positive approach to work • Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies • Promotion of equality of opportunity for vulnerable people 	✓ ✓ ✓ ✓	

<ul style="list-style-type: none">• Recognise and value all aspects of diversity		
Additional Job Requirements <ul style="list-style-type: none">• Full driving licence and access to a vehicle• Able to work at weekends and evenings if required	✓ ✓	