



# Spring

Housing  
Association

## Tenancy Sustainment Worker

### Applicant Information Pack

**Closing Date: 9.00 am – Monday 31<sup>st</sup> August 2020**

*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](mailto:recruitment@springhousing.org.uk) or visit our website

Yours sincerely,

**Dominic Bradley**  
**Managing Director**

## Job Advert – Tenancy Sustainment Worker – Refugee Services

We are looking for a Tenancy Sustainment Worker (18.75 hours per week) to provide an efficient, customer focused support service to customers experiencing short- or long-term problems during refugee resettlement in Worcestershire.

Focusing on the identified needs of customers, you will provide practical support, guidance and advice on tenancy sustainment. This will include sign ups, making and maintaining benefit claims, accessing repairs, managing anti-social behaviour, and working with additional stakeholders such as community/health services.

Our ideal candidate will have experience of working with refugees and/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, housing, and tenancy
  - ✓ Understanding of the challenges faced by refugees
  - ✓ 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 or Health and Social Care is desirable
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- Driving licence and access to a vehicle
  - DBS check required
  - Fixed term post until March 2021

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.

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\*\*\*

Job Type: Part-time – Flexible 18.5 hours

Contract Length: 7 month fixed term

Salary: £18,500 pro rata



## More about the Role

### Background Notes

Overall the Government has pledged to resettle 20,000 vulnerable individuals from Syria by 2020. To date local authorities in the UK have settled 14,945 on the Syrian VPR scheme, with 1445 individuals resettled in the West Midlands, which represents 9.7% of the national total. The scheme is on target to resettle 20,000 Syrian refugees with the last chartered flights planned for new arrivals in November 2019.

The Syrian Vulnerable Persons Resettlement Scheme is a five-year scheme providing vulnerable Syrian refugees access to resettlement support services. Spring has been successfully housing refugees since 2015 and delivers housing related support services to refugees across 6 geographical regions.

Spring Housing Association approaches refugee resettlement/integration through an empowerment approach where everyone is the co-producer their own outcomes. Our support is very much focused on working with families to lay the foundations of their integration into life in the UK, the locality and promoting independence. Our methodology ensures integration through development of skills, knowledge, experience - with families gaining confidence to identify their own needs, enabling us to work jointly to identify outcomes, explores all areas of the person's life and the where they will need support to meet their tenancy sustainment goals.

### More About the Role

If successful you will work in conjunction with our existing Worcestershire Tenancy Sustainment Worker and will be line managed by the Head of SVPR (Staffordshire, Worcestershire and Herefordshire). You will be responsible for providing clear communication (written and verbal) to support families 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 families.

The role will be based in Worcestershire and you will be expected to visit families in their homes, local community and or venue of choice.

# Role Profile and Person Specification

## ROLE PROFILE

### Section 1 - Role

<b>Post:</b>	Tenancy Sustainment Worker – Refugee Services
<b>Reporting to:</b>	Head of SVPR (Staffordshire, Worcester and Herefordshire)
<b>Directive:</b>	Refugee Services
<b>Grade/Salary:</b>	Up to £18,500 pro rata, 18.5 hrs/week
<b>Car user:</b>	Essential

### Section 2 - Key Tasks and Responsibilities

To provide holistic housing management & support services for the families within the service. Services will be delivered to customers residing within their own homes across the region.

### Section 3 – Duties

1. Provide contact, advice, and guidance to all family members within the framework of the tenancy agreement and the relevant organisation procedures.
2. Support customers with benefits, income and expenditure with their individual budget.
3. To deal with enquiries and complaints from tenants and members of the community as well as the general public.
4. Liaise with families on housing management problems as required.
5. Actively seek more appropriate accommodation where necessary, this may include contact with Local Authorities to source suitable accommodation.
6. Take appropriate enforcement action to ensure the effective resolution of anti-social behaviour in accordance with the organisation's policies and procedures.
7. Carry out health and safety checks, reporting of repairs, and support general maintenance of properties.
8. Ensure all relevant documents, records, and databases are regularly kept up to date.
9. Facilitate regular support sessions in line with the customers' support plan.
10. Work with the senior management to collect and analyse data relating to the service.
11. Support customers with budgeting and debt management.
12. Support all aspects of rent payment and recovery of arrears. Duties will include:
  - a. Monitoring rent accounts with support from team.
  - b. Setting up payment plans with customers to reduce arrears.
  - c. Communicating with benefits departments to ensure customer receive housing costs they are entitled to.

- d. Dealing with correspondence and telephone calls relating to arrears.
  - e. Collecting rent in line with the financial policies.
13. Undertake other duties in general housing management as instructed by the senior management team and within the post holder's experience and expertise.
14. To carry out administrative and other functions. Duties will include:
- a. General office duties
  - b. Arrange and participate in internal and external training schemes as appropriate.
  - c. 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

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b> <ul style="list-style-type: none"> <li>• Good standard of literacy and numeracy (Maths and English GCSE or equivalent) or equivalent experience gained in a work-related environment</li> <li>• CIH Recognised qualification</li> <li>• NVQ level 2 (or above) in Health and Social Care</li> </ul>	<p>Y</p>	<p>Y</p> <p>Y</p>
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of delivering intensive housing support</li> <li>• Experience of working with vulnerable adults</li> <li>• Experience working with asylum seekers, refugees and/or people at risk of homelessness</li> <li>• Experience of working with people from different cultural backgrounds</li> <li>• Experience of working with people who may speak little or no English</li> <li>• Experience of meeting targets</li> <li>• Experience of working within policies, procedure frameworks</li> </ul>		<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
<b>Knowledge and Understanding</b> <ul style="list-style-type: none"> <li>• Knowledge of housing provision</li> <li>• Knowledge of the welfare system</li> <li>• Knowledge of local support services and resources</li> <li>• Knowledge of external partner agencies</li> <li>• Knowledge of immigration law</li> <li>• Understanding of safeguarding</li> <li>• Understanding of the need for and to observe confidentiality</li> <li>• Understanding of the challenges faced by refugees</li> <li>• Understanding of tenancy management</li> <li>• Understanding of health and safety and risk management</li> <li>• Understanding of housing management systems</li> </ul>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
<b>Abilities and Skills</b>		

<ul style="list-style-type: none"> <li>• Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs, treating all sections of the community politely and respectfully</li> <li>• Ability to deal with challenging situations calmly and effectively ensuring risks are reduced</li> <li>• Ability to communicate effectively with a wide range of people using different methods</li> <li>• Ability to manage time effectively, including prioritising tasks, working flexibly, alone and in a team, and meeting deadlines</li> <li>• Ability to maintain accurate records, both electronic and written</li> <li>• Ability to work as an integral member of a team</li> <li>• Proficiency in using Microsoft Office, particularly Excel, Outlook, and Word</li> <li>• Ability to manage own workload, prioritise, and work to deadlines</li> <li>• Able to overcome language barriers</li> <li>• Ability to change and adapt to demands in a fast moving environment</li> <li>• Proficiency in wider areas of ICT, such as social media, online banking and shopping, online job searches, and online account management</li> <li>• Ability to speak Arabic, as first or additional language</li> <li>• </li> </ul>	<p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p>	<p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p>
<p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>• Sensitive to the needs of others with a strong commitment to delivering high quality services that meet those needs</li> <li>• A positive approach to work</li> <li>• Commitment to operating within Spring’s organisational values and promoting the organisation with other organisations and agencies</li> <li>• Promotion of equality of opportunity, recognising and valuing all aspects of diversity</li> </ul>	<p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p>	
<p><b>Additional Job Requirements</b></p> <ul style="list-style-type: none"> <li>• Full driving licence and access to a vehicle</li> <li>• DBS check</li> <li>• Able to work at weekends and evenings if required</li> </ul>	<p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p>	