



Spring | Housing Association

Tenancy Sustainment Worker

Applicant Information Pack

Closing Date: Friday 12th August 2022

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 support people on a journey 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 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:

- People who are homeless or at risk of homelessness
- Street Homeless
- Ex-Offenders
- Unaccompanied Asylum Seekers
- Care leavers
- Refugees

We deliver a range of person-centred services to support individuals to *obtain* and *maintain* accommodation long term. We have over 800 units of accommodation across 15 local authorities.

We currently employ over 120 staff and operate throughout Birmingham, Coventry, Cannock and Lichfield, Stratford Upon Avon, Solihull, Wolverhampton, Worcestershire, Sandwell, Walsall 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 currently provide *exempt* and supported accommodation across 6 geographical regions and 15 local authorities offering support solutions to promote, sustainability, independence, and opportunity.

Our main area of work is:

- ✓ Accommodating and supporting people who are homeless with varying levels of support needs.
- ✓ Providing intensive housing management support to support people to move on to more permanent accommodation.
- ✓ Providing accommodation and support to refugees largely under the government UK Resettlement Scheme and the Afghan Resettlement Scheme
- ✓ 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.

Customers Say:

“If someone said I could get a better support worker – I would be surprised!

“I have been supported from rough sleeping into my tenancy. I have received support in so many ways my life has been transformed”

“Spring exceeded all my expectations”

“Good support worker and services which help with anything I need”

Charter of Rights Customer Survey 2022

Staff say:

“What I like about working for Spring is the people, everyone is helpful, supportive, respectful and dedicated to their roles. Staff are listened too. I like that Spring has a diverse range of services and provides opportunities and support to meet a wide range of customer needs”

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.

“Rewarding to work for a couple that shares my passion for social equality and justice. Good bunch of people.”

New Staff Members Induction Survey January 2022

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 an 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 Position (Adults - Birmingham)

Do you have an interest in working with vulnerable adults at risk of homeless? Are you seeking a new challenge or the next step in your career? If so, we are looking to recruit motivated and experienced Tenancy Sustainment Workers to join our charity.

You will be responsible for supporting customers to actively live healthy, happy independent lives within their homes in communities through early targeted prevention, personalised support and partnership working.

The focus will be on support to build resilience, improve wellbeing and move towards independence. This role is a varied role, and brings a variety of different challenges, whilst also being a rewarding role to be involved in. You will be responsible for a patch of properties which will involve both support role duties, alongside housing management. You will join a successful team of other Tenancy Sustainment Workers, who you will work alongside.

You will provide support to people with a variety of needs, including offending behaviour, mental health issues, substance misuse, issues around family breakdown, neighbourhood disputes, behavioural problems, anti-social behaviour.

The ideal candidates must have a proven track record and understanding of intensive housing management and working with and delivering outstanding services to vulnerable people. You will need to have excellent written and verbal communication skills and the ability to manage and prioritise your workload according to the changing needs and demands of the service.

To be successful, you will have:

- ✓ A genuine desire to support and help people gain independence and control in their lives;
- ✓ Experience of delivering intensive housing management and health and safety across multiple sites
- ✓ Ability to manage challenging situations and make decisions confidently
- ✓ Ability to deliver high quality, structured and time limited interventions that have a lasting impact on customers lives
- ✓ Experience of managing complex and difficult situations in relation to vulnerable client groups
- ✓ Ability to effectively liaise with a range of service providers or agencies to establish or improve services for customers
- ✓ Ability to communicate to a range of different individuals, with the ability to adapt your style
- ✓ An understanding of delivering high quality customer focused customer led services
- ✓ Ability to be self-motivating, work under pressure and manage time effectively
- ✓ Ability to work flexibly, including working evenings and weekends to meet the needs of customers
- ✓ Excellent written and verbal communication skills
- ✓ Outstanding organisational and time management skills
- ✓ Enhanced 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***

For further information on how to apply:

Please send your CV via the indeed portal. If you are invited to an interview you will also need to complete an application form. For further information please email us at recruitment@springhousing.org.uk

Job Type: Full-time – 37.5 hours

Salary: £18,574.87 – £24,000 per annum

Job Advert: Tenancy Sustainment Worker (Adults - Birmingham)

Job Description and Person Specification

Section 1 - Role

Post:	Tenancy Sustainment Worker
Reporting to:	Service Manager
Directive:	Housing and Support Services
Grade/Salary:	Salary: £18,574.87 – £24,000 per annum
Car user:	40.00p per mile.

Section 2 - Key Tasks and Responsibilities

OVERALL JOB PURPOSE

Providing specialist support and housing management services to vulnerable people to actively live healthy, happy independent lives within communities through early targeted prevention, personalised support and partnership working, to build resilience, improve wellbeing and move towards independence.

To support vulnerable people to obtain and maintain accommodation to prevent homelessness and improve life chances. Ensuring effective personalised delivery of support to customers covering areas such as:

- Accommodation and living independently
- Financial Inclusion and wellbeing
- Health & Wellbeing
- Community engagement
- Education, training & employment

Section 3 – Duties

Service Delivery

1. To enable customer outcome achievement through the development of customer led professional relationships, active listening and proactive support
2. Induction and welcoming of new customers ensuring awareness and settling into new home
3. Develop strength-based needs assessments/support plans/risk assessments with customers enabling them to sustain tenancies, improve reliance and maintaining independence through partnership working and access/signposting to a range of external agencies.
4. To ensure effective and efficient service delivery and development in line with contract requirements to ensure the provision for a range of housing support, advice and guidance services to vulnerable people including, housing, health, employment & training, mental health, substance misuse and community-based services through active partnership working and customer insight
5. Charter of Rights Providing positive customer experiences that informs and shapes our business planning to improve service delivery-measurable through engagement activities, customer surveys, resident meetings, focus groups, compliments and complaints

6. To ensure financial viability through appropriate income management, including welfare benefit support, unlocking barriers to rent/service charge payments, ensuring customer is up to date with rent payments to avoid eviction and working in partnership with Allocation Team to keep void loss at a minimum in line with KPIs
7. To provide SMART move on plans for customers leaving or moving on from the service into independent accommodation.
8. Working in partnership with internal and external stakeholders to implement pragmatic problem solving, unblock barriers and facilitating access for vulnerable people into various services to improve life chances.
9. To support customers to reduce behaviours which may be negative and provide crisis intervention solutions
10. Working within individual within properties to support them to adhere to occupancy agreement to reduce homeless eg.. Site visits, room checks, repairs and health and safety requirements.
11. Comprehensive housing and voids management, maintaining a high standard of health and safety, building compliance and property standards.
12. Relationship management with customers and stakeholders eg. Complaints, ASB.
13. To ensure customers are fully aware of their rights and responsibilities and are able to participate across services and are provided with advocacy as appropriate
14. Achievement of key performance indicators and contract compliance in line with service standards
15. Supporting team and organisational excellence through actively engaging in team meetings, professional and personal development, cross organisational support and learning.
16. Identifying and supporting best practice and innovative solutions for continual improvement.
17. Commitment to personal and service development including specialist skills through training and other leaning methods to effectively respond to need, e.g. issues affecting ex-offenders, substance use, mental health, relationships etc.
18. Ensuring appropriate outcomes and evidence to meet Payment by Results requirements via recording and collating accurate, timely data for contract compliance, including support plans, risk assessments, welfare checks and outcome monitoring
19. To respond to unforeseen and crisis situations as required and be available for emergency cover within your own service and contribute to the overall running of the service.
20. Positive / solution focused approach to work with confidence to deal with challenging and complex situations
21. Confidence to make decisions and execute these
22. To assist with other duties as required by the Service Manager or other Managers

Safeguarding and Health and Safety

23. To be responsible for the safeguarding, health, safety and welfare of yourself, customers and others at work and undertake health and safety duties as required.
24. Ensure that Safeguarding and Health and Safety Policies and procedures are adhered to and report incidents and serious concerns to Senior Management.

Budgets and Financial Control

25. Consideration for service financial viability through ensuring maximising income, cost effectiveness and value for money

General

26. Work shifts on a rota basis; this will include weekends and evenings in line with customer needs
27. To ensure that all customers, staff, and others are treated equally and fairly in accordance with policy and procedure.
28. Promote and uphold all Spring Housing Association Policies and to conduct yourself and represent Spring in a professional manner at all times.

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.

Role Competencies

	Entry Level	Intermediate	Advanced
Education	GCSEs grade D or above or equivalent Level 2 qualification and Functional skills level 2	Minimum of one A level and Functional skills level 2 and/or Health and social care level 3	Foundation degree or level 5 qualification and Functional skills level 2
Experience	No experience in social care or housing but demonstrable transferrable skills of working with people	At least one years' experience of working with vulnerable people and housing whether paid or voluntary	Able to demonstrate substantial experience in housing/ health and social care setting and outcome achievement for customers
Knowledge: Promoting Independent living skills		KPI: 70% Obtaining and maintaining accommodation 70% of customers positive move on 70% Economic wellbeing 70% Engaging and participating in the community 70% Health and wellbeing	KPI: 85% Obtaining and maintaining accommodation 85% of customers positive move on 85% Economic wellbeing 85% Engaging and participating in the community 85% Health and wellbeing
Knowledge: Welfare Benefits	Basic awareness of Welfare Benefits	In depth awareness of Welfare benefits and able to apply for these on behalf of customers KPI:	Advances awareness of welfare benefits , ability to apply and appeal decisions
Knowledge: Housing	Basic awareness of Housing	In depth awareness of housing including tenancy, licence agreements, ASB, repairs, housing law and property standards KPI: 100% positive property audit	Advance awareness of housing including serving of notices, rental viability, legal challenges.. Including knowledge of property standards and building regulations.
Knowledge: Income Management	Ability to inform customer of rent costs and schedule	Ability to proactively monitor and encourage payment of rent KPI: Less than 6% voids KPI: Less than 10% rent loss KPI: Less than 8% Former tenants arrears	Ability to manage patch rental income and ensure strategies in place for income recovery Ability to produce and analyse reports around income management performance and outcomes.
Values	Demonstrate the values of Spring Housing Association and a commitment to personal and professional development <ul style="list-style-type: none"> ▪ Positivity and Giving Opportunities ▪ Creating Quality Homes and Happy Lives ▪ Building Memories and Focussing on Futures 		

	<ul style="list-style-type: none"> Proudly Supporting Each Other 		
Positive relationships	Develops, manages and maintains positive, appropriate relationships with customers, families and stakeholders, demonstrating respect, consideration, compassion and empathy at all times.		
Continual Improvement	Promotes the Charter of Rights, Listens to customers and takes appropriate action	Promotes the Charter of Rights, responds to customer needs, undertake house inspections and quality improvement actions.	Promotes the Charter of Rights, holds various activities and initiatives for customer involvement and engagement; demonstrable customer outcome achievement
Person Centred, Trauma Informed/Solution Focussed Support	Demonstrates person centred, trauma informed, and solution focussed support	Understands and demonstrates what it means to provide Person Centred, Trauma Informed/Solution Focussed Support to assist customers to make informed decisions.	Consistently uses Person Centred, Trauma Informed/Solution Focussed strategies to promote and provide support including provision of information, advice and guidance to customers, families and stakeholders
IT	<p>Understanding of IT systems including word, excel, email</p> <p>Able to produce and analyse reports around areas of reporting</p>		
Risk Management; Incidents and Complaints	Identifies and manages risks, including assessment of safe mixes. Is aware of the environment in with they work and customers live and how to maintain own and other safety. Able to work in challenging situations, reports incidents, accident and complaints in a timely manner, taking appropriate action where necessary.		
Safeguarding and prevention	Understands the social, cultural and economic influences, individual circumstances, behaviour and lifestyle choices that impact on health and well being outcomes for customers. Multi agency meetings		
Pride, Privacy and Dignity	Able to identify ways to promote dignity and is aware of individuals environments and factors that may cause distress, disagreement or disgruntledness		
Confidentiality and data protection	Understands role requirement and the importance of accessing, maintaining and storing documentation relation to housing and support in accordance with policy and procedure and legal requirement for maintaining confidentiality and data protection.		
Record Keeping	Keep complete, clear, accurate and timely recording using digital platforms as required.		
Health & Safety	Contributes to the maintenance of healthy and safe working and living environments through risk assessment, appropriate practice, use of resources, techniques and behaviours and understanding relevant legislation		
Respects Diversity	Understands, promotes, and advocates for equality and diversity and demonstrates inclusion through interaction with individuals.		

Commented [JH1]: