

# JOB DESCRIPTION

**NOVAS**

Housing | Health | Recovery

Tenancy Sustainment Worker:	Outreach Worker: Tenancy Sustainment Officer	Post Holder:	MOD
Reports To:	Senior Outreach Services Manager	Location:	Cork
Salary:	This role is attached to a 14-point salary scale starting at €35,800 per annum and increasing annually to €43,860, and appointments are made depending on experience and qualifications.		

## Purpose of the Job

The role of Tenancy Sustainment Officer is vital to the successful delivery of quality programmes and services in NOVAS for our clients and tenants.

The Tenancy Sustainment Officer is responsible to provide support to individuals and families living in the West Cork area to sustain their tenancies and develop independent living and tenancy skills.

The Tenancy Sustainment Officer will report to the Senior Outreach Services Manager and will be a member of and work collaboratively with the local authorities in the area. The role requires independent planning skills for own workload, and is situated in the West Cork Tenancy Sustainment Service, Ludgate Hub but will require travel as needed, to homes where tenants are located. This role requires some element of flexibility and adaptability to deal with emergencies but the usual roster for this role is 9am to 5pm, Monday to Friday.

The Tenancy Sustainment Officer will require experience in Social Care, ideally in the area of Homeless Services and will be expected to work within the National Quality Standards Framework for Homeless Services (NQSFS).

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

## Environment of the Job

NOVAS is a not for profit organisation and Approved Housing Body, we work with single adults, couples and families and who are homeless or at risk of being homeless. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation and the principles of collaboration, diversity, respect and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

## Delegation and Reporting

The Tenancy Sustainment Officer has decision making remit for the areas of Tenancy Sustainment in collaboration with colleagues within NOVAS and external bodies such as Cork County Council. In the absence of the Senior Outreach Services Outreach Manager the Tenancy Sustainment Officer may be required to consult with the Head of Operations or another member of the Senior Management Team

Oversight for the work in this role is provided by the Housing and Tenants Sub Committee of the NOVAS Board of Directors.

The Tenancy Sustainment Officer will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision making will at all times be informed by the best interests of the clients and tenants and ensuring cost effective value for money, use of donations and public money.

## Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggle to moderate their behaviour. Patience, respect and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

## Key Accountabilities

Accountability	Achieved by
<b>Tenant Support</b>	<ul style="list-style-type: none"> <li>To assess individual tenants needs and develop and deliver appropriate support and care management programmes in conjunction with other voluntary and statutory services.</li> <li>To provide practical services to the tenants, including welfare, benefits and housing advice, budget and debt management and general life skills.</li> <li>To assist tenants in gaining access to a range of community resources to enable them to increase confidence, socialisation, independent living and problem solving skills.</li> <li>To support tenants in gaining access to specialist services, where issues relate to disabilities, mental health, substance misuse, and primary health care are evident, and in response to tenants needs and wishes.</li> <li>To approach tenants at all times with dignity and respect and ensure they are provided with choices around the services they receive.</li> </ul>

	<ul style="list-style-type: none"> <li>• To assist tenants in maximising their tenancy sustainment skills, through the use of specialist programmes and self-development skills.</li> <li>• To be aware of child protection issues and correct reporting procedures.</li> <li>• To adhere to all policies and procedures, particularly in relation to child protection, confidentiality, finance, personal safety and customer care.</li> <li>• To promote tenant participation by providing information, advice and choices to enable individuals to participate fully in daily decisions relating to them.</li> <li>• To assist tenants in providing feedback on services through meetings, the complaints procedures, suggestions and use of questionnaires.</li> <li>• To be accessible and responsive at all times to tenants' questions, concerns and requests for information.</li> <li>• To assist tenants in gaining access to their personal files in accordance with procedures.</li> <li>• To promote and implement the principles of customer care.</li> </ul>
<b>Financial Responsibilities</b>	<ul style="list-style-type: none"> <li>• To be aware of and adhere to all relevant financial procedures and regulations of the organisation and to report any discrepancies either on the part of the post-holder or others to your manager immediately.</li> </ul>
<b>Liaison</b>	<ul style="list-style-type: none"> <li>• To establish responsive liaison arrangements both within the association and externally with Cork County Council and other partners.</li> <li>• To promote the work of the NOVAS to other organisations.</li> <li>• To attend internal and external meetings where appropriate and as requested.</li> <li>• To be accountable for your workload and movements to both your line manager and the appropriate senior managers.</li> </ul>

<b>Supervision, Support &amp; Development</b>	<ul style="list-style-type: none"> <li>• Engaging in regular supervision or one-to-one sessions with your line manager.</li> <li>• Working under the direction of your line manager and the wider management team.</li> <li>• Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission.</li> <li>• Participating in team meetings.</li> <li>• Familiarity and compliance with all relevant policies and standards.</li> <li>• Participation in relevant and required training events.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Attention to your own Health &amp; Safety in the workplace.</li> <li>• Vigilance of health &amp; safety hazards and timely reporting of same to your line manager.</li> <li>• Managing incidents and accidents in accordance with policies.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• Ensure data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.</li> </ul>

## Person Specification

### Essential Criteria

*Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.*

The appropriate candidate will have:

- Professional Qualification in Social Care or related allied health professions, minimum level 7 (full major award) or eligibility to register with CORU as a Social Care Worker.
- Experience in working with people who are homeless or with other social care groups.
- Ability to understand complex needs of vulnerable clients and provide services that foster dignity, respect and independence.
- Administration skills for record keeping and report writing and computer literacy.
- Have an understanding of care and case management protocols including care planning, needs assessment, risk management & assessment, incident management & prevention and key working.
- Ability to communicate effectively with a wide variety of people.
- Full driver's licence and use of own car

### Desirable Criteria

It would be an advantage for the candidate to have:

- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Experience and knowledge of working in two or more of the following areas: Family Support, Tenancy Sustainment, Residential Care, Mental Health, Challenging Behaviour or Substance Misuse.
- Knowledge of statutory and voluntary social care services and systems.
- Experience and knowledge in the area of child protection and associated legislation and guidelines.
- Experience of working in, or a strong interest in the charity or not-for-profit.

## NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

<b>Support &amp; Supervision</b>	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
<b>Learning &amp; Development</b>	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
<b>Career Progression</b>	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
<b>Salary Scales</b>	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
<b>Annual Leave</b>	26 Days annual leave plus bank holidays.
<b>Pension</b>	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
<b>Employee Assistance Programme</b>	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
<b>Further Education Support</b>	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
<b>Sick Pay</b>	2 Weeks full and 2 weeks half sick pay certified.
<b>Maternity Leave</b>	18 weeks full pay which can be pro rata across duration.