

HAIL Housing Association: Tenancy Sustainment Officer
(National Housing Strategy for Disabled People)
(<https://www.activelink.ie/node/108695>)



Tenancy Sustainment Officer
(National Housing Strategy for Disabled People)

(Full time, Temporary, Maternity Cover)

Offaly/Westmeath/Longford – 1 post

REF: OWL

Job title: Tenancy Sustainment Officer, funded under the National Housing Strategy for Disabled People, (NHSDP) 2022 - 2027

Location: Midlands primarily Offaly/Westmeath/Longford

Responsible/Reporting to:

Project Lead, NHSDP, HAIL

Job purpose: To provide tenancy sustainment services to clients experiencing mental health issues in Local Authority and AHB housing

Salary Scale: €34,671 - €43,299

Job Information: *1 Year Contract, Maternity cover*

This is a full-time post, 35 hours per week over five days, Monday to Friday. Some evening/out of hours work may be required on an occasional basis.

About HAIL

HAIL is an Approved Housing Body specialising in the delivery of homes and floating support to individuals with mental health difficulties.

HAIL's mission is to provide housing and individually tailored support services to support tenants and clients, primarily those with mental health difficulties, to integrate and live independent lives in the community.

HAIL's vision is to be the provider of choice for housing and support for people with mental health difficulties, enabling them to achieve and sustain independent living in the community by having secure, quality, affordable accommodation with appropriate support services tailored to their needs.

Role Description

The **Tenancy Sustainment Officer** will work with individuals with psychosocial and mental health difficulties and support them to maintain a tenancy. The role will require close collaboration with local authorities, other Approved Housing Bodies

and HSE Mental Health Services. Engagement with a wide range of local voluntary and statutory agencies will also be necessary to ensure tenants have access to appropriate Community Supports to facilitate independent living.

Primary Duties & Responsibilities

- To support clients to establish and/or maintain their tenancy where a past history of homelessness, institutionalisation or insecure tenancies have been a factor in their life
- In conjunction with the referring agent, and the client himself/ herself, to develop a comprehensive support plan that assists the client in sustaining their tenancy
- To support the client to develop a fuller awareness of his/her potential, skills, interests and talents
- To support the client to integrate into the wider community as appropriate with the aim of reducing isolation
- To support the client to access training, education and employment opportunities as appropriate
- To provide advice and assistance to clients in matters relating to their tenancies such as budgeting, social welfare benefits, managing utilities, practical household skills, etc.
- To support the client in meeting their responsibilities in regard to payment of rent and other bills
- To link with Community Mental Health Team in order to contribute to an integrated case management approach
- To support the client to maintain their home to a reasonable standard, including reporting repairs/ faults in a timely manner.
- To support the client to understand their rights and responsibilities as tenants, as outlined in their tenancy agreement which is registered with the Residential Tenancy Board (RTB).
- To attend meetings and case reviews as appropriate

Stakeholder Engagement and Management

- To work closely with clients, their families, Mental Health Teams and other statutory and voluntary agencies in a respectful, professional and integrated way

Administrative and other duties

- To ensure each client has a completed Needs Assessment, Risk Assessment, Support Plan and that documentation is reviewed as appropriate
- To keep and maintain recorded daily interventions and outcomes notes
- To assist the Services manager in the collation of monthly statistics
- To attend and actively participate in internal/external meetings, training events, conferences and other functions as directed by the Services Manager
- To participate in regular supervision and annual appraisal, and help in Identifying your own job-related development and training needs
- To ensure that all HAIL policies and procedures are being adhered to, particularly those relating to Health and Safety, Complaints, Code of Practice and Confidentiality.

Person Specification:

1. Qualifications

Applicants should hold a recognized and relevant 3rd level qualification, and/or FETAC Level 7/8 Qualification in Social Care.

2. Experience

The Applicant must have proficient experience, knowledge and skills in the following areas to be deemed suitable for this position.

- Experience (**2 years+**) of working with people with mental health and/ or psychosocial needs
- Experience of promoting Independent Living Skills for vulnerable clients
- Experience of case management and confidential record keeping practices, including risk assessments
- Experience of working in an interagency/ multi-disciplinary environment

3. Knowledge

- Understanding of the issues and challenges facing vulnerable individuals in the areas of homelessness, housing and mental health
- Understanding and/ or experience in the areas of addiction, independent living, social inclusion etc

4. Skills

- Excellent interpersonal skills
- Good written and report writing skills
- Proficient IT / database skills
- Ability to take initiative and responsibility
- Be highly motivated
- Analytical and problem-solving skills

Conditions

- Use of a car and a clean driving licence is essential.
- The Salary will be commensurate with the experience of the individual appointed and in line with the funding outlined by the terms and conditions of the funding body
- Salary Scale: **€34,671 - €43,299**

Appointment

- Posts will be filled immediately
- All contracts are subject to successful completion of six-month probationary period

HAIL offers:

- Flexible working hours – our core hours are 10am-4pm.
- 24 annual leave days plus up to 3 Company days
- Company Pension Scheme with current contributions rates of 6% employer contribution and 6% employee contribution
- Death in Service Benefit
- Health insurance for serious illness
- Training and development
- Paid expenses

Recruitment Process

Please send your C.V. and letter of application to hr@hail.ie (mailto:hr@hail.ie) by **5pm on Friday the 5th July, 2024**.

*Only those shortlisted for Interview will be responded to.

HAIL is an equal opportunities employer.

Region

Midlands, Offaly / Westmeath / Longford

Date Entered/Updated

4th Jun, 2024

Expiry Date

5th Jul, 2024

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