



Recruitment Pack  
Tenancy Management  
Coordinator  
October 2018

Thank you for your interest in working with Lancashire Mind

## Who are we?

**We are more than a mental health charity.**

**We're a passionate movement leading the wellbeing revolution in Lancashire.**

Our vision is mental wellbeing for all. Our work enables people in Lancashire to value and take care of their mental health. Our dedicated team challenge misconceptions about mental health, develop resilience in people from an early age and work with communities to build a happier Lancashire.

We work in partnership with others to provide support, raise awareness and campaign locally to make mental wellbeing a priority. We believe that prevention is the solution, that everyone can achieve mental wellbeing and that resilience is the key to sustaining it.

With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do. We have developed a range of resilience programme for children and young people of various ages.

Approximately 1 in 4 people in Lancashire are currently living with a mental health condition. The vast majority play an active role in society with a significant proportion in active employment. However, we know that too many still face barriers to good health, employment and wider well-being and we remain committed to ensuring that everyone experiencing a mental health condition is treated as an equal by society and can access the right support at the right time

when they need it. We will not rest until we achieve mental wellbeing for all.

We invest in and work with others to innovate; developing and testing new ways of promoting mental well-being and better managing mental health conditions.

We work with people to manage and improve their mental wellbeing through our Tenancy Management and Wellbeing Coaching services, adopting a joined-up approach with other services.

We work with businesses across Lancashire to provide effective workforce training to improve resilience and mental wellbeing and to reduce the impact of stress and mental health conditions in the workplace.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that achieving mental wellbeing will reduce the occurrence of mental health conditions and help those with conditions to manage them better and stay well for longer. We believe that, working together with others, we can make Lancashire the beacon county for mental wellbeing and ensure everyone experiencing a mental health condition is treated as an equal member of society.

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## The service

The Tenancy Management Service enables individuals experiencing a mild to moderate mental health condition to live independently in their own homes. Through bespoke, non-intrusive support, it provides them with the tools to sustain a tenancy in a housing association property.

Lancashire Mind works in partnership with several housing associations across the Chorley, Preston and South Ribble areas of Lancashire. We have a varied portfolio of different properties ranging from one-person flats to multi occupancy shared living. At present there are 60 properties within the scheme with a total of 70 beds.

The Tenancy Management Team operates across the community in central Lancashire, using our office in Chorley as a base. The team provide flexible assistance to enable our tenants to maintain their tenancies and to operate as equal members of society.

Support includes (but is not limited to) help and guidance to claim welfare benefits, assistance to pay bills, finance management, effective budgeting and other skills for life.

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## The role

As Tenancy Management Coordinator, you will support the Tenancy Management Lead in co-ordinating a cohesive service to enable people living with a mental health condition to maintain a tenancy.

You will take responsibility for the day-to-day work of our team of Tenancy Management Workers, ensuring that relevant, effective and consistent support is provided to all Lancashire Mind tenants.

You will work with the team to develop resources and create bespoke support packages to best meet the needs of individual tenants.

You will liaise with referral agencies, interview prospective tenants and work with the Tenancy Management Lead to allocate properties.

We are looking for a passionate, hardworking and innovative individual who is driven to deliver quality, structured and person-centred tenancy support services.

You should have a good track record of line managing staff and have experience of supported housing services.

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## What people enjoy about working with Lancashire Mind

- Challenging, varied, flexible and innovative work
- Shared passion for mental health and wellbeing
- Rewarding work - making a difference, seeing progression, a sense of achievement
- Feeling valued, listened to and supported by colleagues
- Working with people, the community, a wide range of organisations and meeting new people
- Responsibility, trust, openness and autonomy
- Opportunities to learn
- Feeling part of something revolutionary

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## Organisational perks

- Lancashire Mind offer the opportunity for staff to save for their retirement through a workplace pension scheme.
- Staff are eligible for our sick pay scheme after completion of a six-month probation period.
- The annual holiday entitlement for full-time members of staff is 25 days (plus 8 bank holidays).
- Bereavement and emergency time off - we appreciate that there can be difficult times for you and your family so the organisation offers additional leave to support you during these times.
- All members of staff receive monthly supervision, giving you protected time each month to reflect on and plan the work you do.
- Lancashire Mind is committed to providing learning and development opportunities.
- Our workplace wellbeing scheme - provided by staff champions who organise wellbeing activities and social events.

- We strive to be a green organisation and take practical steps to reduce our ecological footprint.
- Bike-to-Work scheme – a salary sacrifice scheme that allows you to get a bike and accessories deducted, in instalments, from your salary before tax and national insurance contributions.
- We reimburse the cost of standard eye tests and annual flu jabs.
- As a local Mind, we're part of a network of over 130 local Minds and connect in with good practice nationwide to feed into our delivery in Lancashire.

# Job description

**Job title:** Tenancy Management Coordinator

**Hours:** 35 hours per week

**Salary:** NJC points 23 (£21,693) to 26 (£23,865)

**Responsible to:** Tenancy Management Lead

**Responsible for:** Tenancy Management Workers

**Location:** Chorley, with extensive travel around Lancashire

## Overview

The Tenancy Management Coordinator will coordinate the work of Lancashire Mind's team of Tenancy Management Workers and support the Tenancy Management Lead with the referral, selection and allocation process. This will include interviewing prospective tenants, coordinating tenant move-in and working with the team to provide person-centred tenant support that enables and empowers individuals to progress to independent living.

## Main duties and responsibilities

- To work with the Tenancy Management Lead to make sure the Tenancy Management Service is operated in a quality, effective and efficient manner, in line with policies and legislation
- To ensure the Tenancy Management Workers are following the correct processes and procedures necessary for Lancashire Mind to be an exemplary landlord and provider
- To work with the Tenancy Management Lead to coordinate maintenance, health and safety, and other relevant inspections and annual checks
- To liaise with external partners and agencies regarding the Tenancy Management Service
- To ensure that the service reaches its full income potential and that appropriate contributions from tenants (both via benefits and personal charges) are maximised
- To direct the day-to-day work of the Tenancy Management Workers and support them to smoothly and efficiently move in tenants
- To coordinate the activities of the Tenancy Management Workers, in line with the project plan
- To support the team to deal with tenancy related issues, e.g. anti-social behaviour, poor upkeep of property, neighbour disputes, non-engagement and to implement resolutions, e.g. mediation, warnings and evictions
- To undertake other tasks and duties, as deemed necessary by the Tenancy Management Lead
- To abide by Lancashire Mind's policies and procedures and promote the organisation's Equal Opportunities policy
- To attend meetings and training where necessary
- To undertake flexible working hours, including weekends and evenings, as and when required and travel across the county

# Person specification

We only consider inviting to interview people who show that they possess the following qualifications, skills, experiences and personal attributes. When you fill in your application form, use examples from your professional and personal life to illustrate how you fulfil all the criteria required at application stage.

	<b>Criteria</b>	<b>Assessed at application (A) or interview (I)</b>
<b>Qualifications</b>	1. Qualified to degree level in a related subject or equivalent, relevant experience	A
<b>Knowledge and experience</b>	1. Experience of coordinating the activities of a team	A and I
	2. Experience of working on a housing focused support project	A
	3. Knowledge of tenancy related issues	A and I
	4. Experience of problem-solving	I
	5. Experience of managing professional boundaries	I
	6. Knowledge and experience of policy and procedures for safeguarding and lone working	A and I
<b>Skills, abilities and competencies</b>	1. Able to prioritise tasks and delegate effectively	A and I
	2. The ability to calmly and effectively deal with challenging and anti-social behaviour	I
	3. Excellent office IT skills (MS Office365, including Excel) and the ability to learn new software packages	Test at interview
	4. Strong organisational skills	A
	5. Able to lead change and respond positively to new challenges	A and I
	6. The ability to work flexible hours, including evenings and weekends and travel across Lancashire as required	A
<b>Personal attributes</b>	1. Committed to promoting positive mental health	I
	2. A demonstrable personal commitment to equal opportunities	A and I
	3. Positive, enthusiastic and friendly attitude	I

**Please note:** this post is subject to an enhanced Disclosure and Barring Service (DBS) check

# To apply

Applications must be submitted using a Lancashire Mind job application form, which can be requested by emailing [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

As part of our commitment to safer recruitment practices, we do not, under any circumstances, accept CV's.

**The deadline for applications is 10am on Tuesday 6<sup>th</sup> November 2018.**

Completed application forms should be emailed to [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

Late applications will not be accepted. Those who do not adequately illustrate how they fulfil the person specification will not be considered for short-listing.

Interviews for this post are scheduled to take place on 13<sup>th</sup> November 2018 in Chorley. Please reserve this date in your diary. Invites to interview will be sent to shortlisted candidates no later than 8<sup>th</sup> November.

Lancashire Mind is an equal opportunities employer and welcomes applications from all sections of the community, particularly candidates with a lived experience of mental health conditions who fulfil all the criteria within the person specification.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the short-listing stage.

## Lancashire Mind

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