



Recruitment Pack
Tenancy Management
Worker

 mind | Lancashire
for better mental health

Thank you for your interest in working with Lancashire Mind

Who are we?

Our vision is mental wellbeing for all. We want Lancashire to be the beacon county for mental wellbeing. This is because a person with high mental wellbeing is more likely to be happier, healthier and more resilient, and is less likely to develop a mental health condition.

We are more than a mental health charity.

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

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. Only a small minority of people live with a mental health condition that has a long term substantial impact on their life. In 2013, this was less than one percent of the population. With appropriate support, a mental health condition will have a minimal impact on a person's life. Appropriate support includes things society does that allow a person to operate as an equal and they are not necessarily formal or clinical. Lancashire Mind believes that no matter the severity of a mental health condition, the person living with it still has the right and ability to be an equal in society and to experience the positives and negatives that this brings.

The project

The Tenancy Management project 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 a number of 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 sixty properties within the scheme and this is expected to rise to ninety two by April 2018.

The role

The Tenancy Management team operates from 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. Each Tenancy Management Worker has their own caseload and the support provided is driven by person centred plans working towards our tenants living independent lives. 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. This is a challenging and varied job and we require someone who can work with individuals with a diverse range of mental health conditions and those living complex lifestyles. The successful candidate will need to be a good team player, as well as being able to work on their own initiative with minimum supervision.

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



Organisational perks

- Lancashire Mind offer the opportunity for staff to save for their retirement by providing 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 and 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 to support the organisation's commitment to workplace wellbeing.
- 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. In addition to the network, we have a deep, ongoing relationship with national Mind and we work together.

Job description

Job title: Tenancy Management Worker

Hours: 35 hours per week (Mon to Fri, 9:00/9:30 to 16:30/17:00)

Salary grade: NJC points 11 - 13 **Starting salary:** £15,507

Responsible to: Tenancy Management Lead

Location: Chorley, with extensive travel around central Lancashire

Main duties and responsibilities

- To visit individuals in their own homes, ensuring properties are maintained to a good standard, to carry out relevant health and safety checks and to advise tenants on how to report repairs.
- To provide assistance to tenants moving into Lancashire Mind properties, including setting up of utilities.
- To provide assistance for tenants to work towards living independently/managing tenancy.
- To ensure accurate records, about the assistance provided to individuals, are kept in line with Lancashire Mind's data protection policy.
- To complete initial assessments of required support with tenants to be guided by personal goals.
- To continually monitor and review the support assessments, amending where required.
- To be involved in the pre-tenancy interview process, assessing the suitability of tenants for the service and obtaining further relevant information and references as required.
- To document any communication or liaison with other agencies involved in the support of tenants.
- To help tenants to understand what is, and isn't, provided as part of Lancashire Mind's Tenancy Management Service.
- To maintain up-to-date information about other local support and care services that tenants can be signposted to.
- To challenge and manage unacceptable behavior of tenants, recording and reporting any incidents.
- To ensure a healthy and safe environment for all individuals, recording and reporting any safeguarding concerns.
- To adhere to Lancashire Mind's policies and procedures and to specifically promote Lancashire Mind'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.
- To undertake other duties as and when necessary.

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

Person specification

We only consider inviting to interview people who show that they possess the following qualifications, skills, experiences and personnel 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.

	Criteria	Application	Interview
Qualifications	Educated to NVQ Level 3 or equivalent	X X	
Knowledge and experience	<ol style="list-style-type: none"> 1. Experience of working with people experiencing a mental health condition. 2. Experience of assisting people with tenancy related issues. 3. Experience of writing and updating risk assessments and support plans. 4. Experience of liaising with other agencies. 5. Understanding of, and experience of following, health and safety regulations. 6. Understanding of, and experience of following, guidelines and procedures for the safeguarding of vulnerable adults. 7. Understanding of, and experience of following, organisational policies and procedures, including data protection and confidentiality. 	X X X X X	X X X X
Skills and abilities	<ol style="list-style-type: none"> 1. Excellent interpersonal skills with the ability to communicate with a range of people with varying needs. 2. Ability to deal with difficult behaviors whilst remaining calm. 3. Good written communication skills with the ability to maintain accurate records. 4. Good IT skills with the ability to use Microsoft Office and a willingness to learn new software packages. 5. Good organisational skills with the ability to deal with and prioritise conflicting requirements, including emergency situations. 6. Ability to work in a team and on own initiative. 	X X X X X	 X
Personal attributes	<ol style="list-style-type: none"> 1. Committed to promoting mental wellbeing for all with a provable belief in equality and a desire to help others. 2. A positive outlook with a 'can-do' approach, able to connect with people on all levels. 3. Flexible, motivated and able to actively lead and adapt to fast moving change. 4. A problem solver who is prepared to take risks and keep learning. 5. A great deal of resilience and the ability to take notice of, inspire and motivate others. 	X X X	X X X

To apply

Applications must be submitted using a Lancashire Mind job application form, which can be requested by emailing admin@lancashiremind.org.uk

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

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

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.

The deadline for applications is 12 noon on Monday 17th April 2017

Completed application forms should be emailed to admin@lancashiremind.org.uk

Late applications will not be accepted.

Interviews for this post are scheduled to take place week beginning 24th April.

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.

For more information about the post please contact Claire Thomson, Tenancy Management Lead on 01257 231660 or clairethomson@lancashiremind.org.uk

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