



Recruitment Pack
Tenancy Management Worker
January 2019

Thank you for your interest in working with Lancashire Mind

Who are we?

Our vision is mental wellbeing for all. Our work helps people in Lancashire to value and take care of their mental health. With your help, we can stop misconceptions about mental health, develop resilience in people from an early age and work with communities to build a happier Lancashire.

We are more than a mental health charity.

We're a passionate movement leading the wellbeing revolution in 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, with our resilience programme for 9-11 year olds.

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. 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.

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.

The role

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.

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 improving 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, and a wide range of organisations
- Meeting new people and being part of a team
- Responsibility, trust, openness and autonomy
- Opportunities to learn and develop new skills
- Feeling part of something revolutionary

• Organisational perks

- We 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).
- Emergency time off - we appreciate that there can be difficult times for you and your family and the organisation offers additional paid leave to support you during these times.
- All members of staff receive monthly supervision, giving you protected time each month to reflect and plan.
- We're 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 from your salary before tax and NI 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 to share good practice nationwide.

Job description

Job title: Tenancy Management Worker

Hours: 35 hours per week

Salary grade: NJC points 11 - 14

Starting salary: £17,007

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 behaviour 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 equivalent and/or significant experience in similar role(s)	X	
Knowledge and experience	1. Experience of working with people experiencing a mental health condition.	X	X
	2. Experience of assisting people with tenancy related issues.	X	X
	3. Experience of writing and updating risk assessments and support plans.	X	
	4. Experience of liaising with other agencies.	X	X
	5. Understanding of, and experience of following, health and safety regulations.	X	X
	6. Understanding of, and experience of following, guidelines and procedures for the safeguarding of vulnerable adults.	X	X
	7. Understanding of, and experience of following, organisational policies and procedures, including data protection and confidentiality.	X	X
Skills and abilities	1. Excellent interpersonal skills with the ability to communicate with a range of people with varying needs.	X	X
	2. Ability to deal with difficult behaviours whilst remaining calm.		X
	3. Good written communication skills with the ability to maintain accurate records.	X	X
	4. Good IT skills with the ability to use Microsoft Office and a willingness to learn new software packages.		X
	5. Good organisational skills with the ability to deal with and prioritise conflicting requirements, including emergency situations.	X	
	6. Ability to work in a team and on own initiative.	X	
Personal attributes	1. Committed to promoting mental wellbeing for all with a provable belief in equality and a desire to help others.	X	X
	2. A positive and resilient outlook		X
	3. Flexible, motivated and able to lead change	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 9am on 17 January 2019

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 on 24 January 2019 in Chorley.

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 Sarah Jeffrey, Head of Services on 01257 231 660.

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