

<b>Position:</b>	Tenancy Support Worker
<b>NJC Scale:</b>	£20,198 - £23,708 (NJC 23 – 28)
<b>Hours:</b>	40 hours per week (12 month contract)
<b>Normal Place of Work:</b>	36 Crimea Road, Aldershot, Hampshire, GU11 1UD
<b>Reporting to:</b>	Foyer Manager

**Background to the post:**

Step by Step is a dynamic local charity supporting young people. We are a forward thinking, innovative and caring organisation working to prevent homelessness for young people and the problems caused by homelessness. Offering accommodation, training, advice and support to those in need and facing adversity, we also promote multi agency working with statutory and non statutory organisations.

Building on a vision that sees the organisation setting standards for excellence with values of openness and trust, courage, teamwork, responsibility and accountability, you will further develop partnerships within the private sector housing, enabling our clients to access this accommodation with a tailored support package to meet their needs and that of the local community.

**Key Responsibilities**

- Work within a team.
- Liaise with private sector and social housing landlords.
- Develop an all inclusive landlord forum to advise on tenancy related support.
- Provide tenancy related support to tenants and landlords
- Support tenants with housing benefit and other related benefit forms.
- Support tenants living in their accommodation
- Record and maintain individual support plans.
- Signpost to specialist agencies to provide additional support.
- Promote independent living and assist with life skills.
- Ensure professional boundaries are established and maintained.
- Report to the Foyer Manager.

**General Duties**

- Undertake any other duties as required in support of the organisation and as deemed appropriate from time to time.

- A flexible approach as the tenants needs and interests change and to support their choices.
- A commitment to undertaking training and development to deliver a higher quality service.
- Participate in review meetings to effectively plan for a positive future and develop realistic support plans.
- To support the tenant to reach their goals and fulfil their dreams and aspirations.

This job description is not necessarily an exhaustive list of duties but is intended to reflect the range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

### **Person Specification**

#### **Desirable Experience**

- of tenancy related support
- of working within a team
- of working with disadvantaged young people
- of working with statutory and non statutory agencies

#### **Knowledge and Skills**

- Good organisational skills
- Good written, verbal and numerical communication skills
- Proven attention to detail and ability to prioritise
- Ability to motivate young people
- Knowledge of issues affecting young people and causes of youth homelessness
- Broad grasp of housing legislation including welfare and tenancies