

# Information Pack

## Housing Tenancy Management Assistant

**Closing date:**

Monday, 25<sup>th</sup> October 2021

**Interview date:** 2<sup>nd</sup>/3<sup>rd</sup> November 2021

To discuss the post informally, please contact:

Kay Mutch, Estates Manager or

Laura Stephenson, Tenancy Management Coordinator

on 01482 240200



# Job Description

**JOB TITLE:** Housing Tenancy Management Assistant

**LOCATION:** Hull and East Yorkshire Mind properties across Hull (predominantly) and the East Riding

**SALARY:** £20,000 per annum pro rata, (£16,217 actual)

**HOURS:** 30 hours across the week. The post holder is required to work flexibly to meet the needs of the clients and organisation which may include evenings and weekends.

**REPORTS TO:** Estates Manager

## OVERALL PURPOSE OF THE JOB

To support tenants to understand, manage and retain their tenancies.

## ROLE RESPONSIBILITIES

- Develop professional relationships with our tenants promoting independence, involving them in decision making and providing them with information about their rights and responsibilities
- Prepare welcome packs, sign up and welcome new tenants.
- Ensure residents understand the terms of their tenancy
- Provide advice and signposting to relevant services with the aim being to increase wellbeing and maximise people's ability to manage their tenancy
- Manage rental income in liaison with our Finance Department which includes: collecting rent from tenants, setting up standing orders, monitoring and updating spreadsheets/management systems, chasing rent arrears.
- Work with our housing support services and property management staff to assess, identify and allocate appropriate tenants to ensure that vacant properties are re-let within specified timescales.
- Investigate allegations of: anti-social behaviour, tenancy abandonment and all other tenancy related breaches and support the Estates Manager to recover possession of a property where necessary.
- Support tenants who are themselves experiencing anti-social behaviour and/or nuisance from others
- Monitor cases of persistent breaches of tenancy and carry out associated administrative functions.
- To utilise and apply mediation techniques when dealing with neighbourhood conflict in order to achieve effective resolution of problems.
- Plan and organise house meetings in partnership with our tenants
- Update and maintain accurate client records on the management information system
- Assertively manage relationships with other providers to enable clients to access support at the time it's needed.
- Plan your diary to optimise the delivery of support to meet client's needs.

- Build trusting and supportive relationships, encouraging acceptable behaviour
- Encourage feedback from anyone using, or involved in, our services.
- Report safeguarding and other client, visitor or neighbourhood concerns to colleagues through the correct procedures, being mindful of confidentiality and professional boundaries

**Other**

- Undertake basic administrative duties relating to referrals, record-keeping, monitoring, our accommodation, etc.
- Manage your own workload, reporting any contentious issues to your Line Manager.
- Complete reports to your manager detailing activities taking place during your shift if required.
- Assist colleagues to provide peer support to students and volunteers.

**NOTES**

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

# Person Specification

When we shortlist applications we do so based on the information you tell us. Try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

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Area	Criteria	Essential	Desirable
Key knowledge/ Understanding	Understanding of the issues faced by people living in shared accommodation	✓	
	A broad understanding of mental health issues and how these impact on individuals.	✓	
	Competent in the use of IT programmes (e.g. Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
	An understanding of financial processes, particularly in relation to rent management	✓	
	Of tenancy management, particularly around neighbour disputes, anti-social behaviour and understanding rights and responsibilities		✓
Relevant experience	Some administrative experience	✓	
	Of working both on own initiative and as part of a team	✓	
	Of working in a role which required you to be well organised to ensure deadlines were met	✓	
	Recent experience of working in a similar role		✓
Key competencies	A commitment to the values of Hull and East Yorkshire Mind	✓	
	Able to communicate well with people at all levels, eg vulnerable people who use our services and professionals, both verbally and in writing.	✓	
	Able to respond flexibly and positively to changing needs , often at short notice	✓	
	Ability to remain calm in difficult and sometimes upsetting situations.	✓	
	Able to apply practical problem solving skills and common sense to a variety of problems	✓	
	Responds to people who use our services in a non-judgmental way	✓	
	Able to motivate people to meet their personal goals and lead a more fulfilling life	✓	
Additional requirements	Possession of a full current driving license with use of a motor vehicle for work purposes and prepared to travel across the region.	✓	
	Enthusiastic with a high degree of personal motivation	✓	
	A desire to work with vulnerable people with mental health problems and a willingness to learn and develop	✓	
	Is prepared to be involved in a practical way to help ensure our houses are safe and maintained to a high standard and not be fazed by unfamiliar situations	✓	
	Ability to work flexibly, hours will generally be between the hours of 9am to 5pm with an occasional requirement to work outside these hours.	✓	

# Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of over 130 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination. As an organisation, we pride ourselves on our values and beliefs:

## **WE BELIEVE:**

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

## **WE VALUE:**

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others, being kind and, through empathy, nurturing belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered.

# Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

## Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

## Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

## Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

## Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

## Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.

# Summary of Terms and Conditions

## 1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

## 2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

## 3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

## 4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

## 5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

## 6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

## 7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

## 8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by North East Lincolnshire Mind and Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

## 9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.