



Job Description

Position:	Pathways Tenancy Engagement Worker
Department/Service:	Future Support
Job status:	Temporary, until 31 st March 2022 – Continuation subject to funding
Hours of work:	Full Time (37 hours a week)
Working pattern:	Monday to Friday – possibility of occasional weekend or evening work
Location:	Norwich
Salary:	£21,500 per annum
Application Deadline:	5pm on Friday 22 nd October 2021
Expected start date:	ASAP
Provisional Interview date:	Week Commencing Monday 25 th October 2021

Vision Statement:

Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.

About the Pathways Project: Pathways is a new and innovative service to support rough sleepers and people with complex needs in Norwich, delivered from hubs around the city. Seven local organisations have joined together to form this collaborative project which uses the combined strength of its members to offer a pioneering model of support. The Pathways principle is that there is 'no wrong door' for people to access the help they need. Personalised support is focussed around each individual, by qualified and experienced Pathways team members, to encourage a positive outcome for each person. The ultimate aim of the project is to reduce the number of rough sleepers in the city of Norwich.

Purpose of the Job: The Pathways Tenancy Engagement Worker will work closely with service users by providing tailored support which allows them to successfully manage their new, long term, secure tenancies. The Tenancy Engagement Worker will identify and understand the barriers that service users face, and will provide the help and support required to overcome these, whilst building the capacity and resilience of individuals to live independently and sustain their tenancy.

The Pathways Engagement Support Workers will work closely with the Pathways Resettlement Workers, and other colleagues, to develop a seamless approach to the resettlement of our service users, helping to create a joined-up approach to the delivery of personalised support which allow them to successfully transition to, and maintain, their new tenancies, and ensure that receive the specialist help and support they need to maintain independent living.

Tenancy Engagement Worker – personal profile: Ideally you will have experience in a support work role and an awareness of housing related services and homelessness provision in Norwich. You will understand the issues and barriers affecting rough sleepers and will be adept at supporting vulnerable adults to overcome their challenges and become independent by using effective support planning.

You will be empathetic, caring, sensitive and patient, but willing to apply appropriate challenge to the people you support and other colleagues/professionals as required.

You will be able to quickly develop relationships of trust with service users and will have a tenacious and committed approach to achieving the best outcomes for them. You must be willing to go the extra mile to exceed expectations and deliver a first class service.

Finally, you will be able to work flexibly as part of a large team, and also autonomously whilst demonstrating confidence in your abilities and the role.

Desirable skills, knowledge, experience and characteristics

In addition to the above, the following would be highly beneficial to candidates:

- Understanding of how to build confidence, self-esteem and independence in others
- Excellent communication skills and ability to engage with hard to reach people and senior managers/colleagues
- Strong negotiation skills and an ability to liaise with a variety of statutory, voluntary and private sector providers to achieve the best outcomes for service users.
- Ability to work with a multi-disciplinary team of professionals and manage own caseload and wellbeing
- Forward thinking, positive attitude and willingness to problem solve independently
- Ability to work unsupervised but confident to ask for guidance when necessary
- Thorough understanding and application of controls relating to safeguarding, health & safety and risk, and lone working.
- Ability to manage confidentiality and data protection in accordance with policy
- Competent ICT user with experience using electronic case notes systems



About Future Projects: Future Projects is a registered charity which was founded in 2000 by two volunteers who had become increasingly frustrated at the social exclusion, poverty, and lack of support available in their local community. They recognised that the issues people faced on their local housing estate in Norwich – one of the most deprived in the U.K. – could not be resolved by simply addressing one problem at a time in isolation. So they set about working with the local community to understand their needs and ambitions, and developed projects in youth work, education, media and advice along the way.

Today, we aim to help people in difficult situations build in their strengths and capabilities, and to develop the skills confidence and resilience to take control and transform their lives. We do this by providing high quality services in the community which promote education, health & wellbeing, skills, employment and improved life chances.

These services fall under three departments, each of which has its own mission, aims and operations across Norfolk, and each of which contributes to the charity's vision and mission in their own ways.

1. **Future Education:** A specialist independent school which engages children with complex needs in learning, inspiring them to achieve and nurturing them to become successful adults.
2. **Future Radio:** A radio station which engages the community, builds skills and provides opportunities through great music, conversation and people.
3. **Future Support:** A collection of specialist support services which help those most in need through hands-on support, advice and advocacy.

These departments or services work closely together, sharing skills, knowledge, facilities and equipment. In doing so, we are able to add value to our work and improve outcomes for those we serve.

Key Deliverables: The key deliverables outline the priority tasks and responsibilities of this post, against which the post-holder will be held to account.

1. Sustaining people in their accommodation by providing ongoing support to service users with complex needs to ensure that they can manage their tenancies and live independently
2. Collaborate with - and support clients to access - additional specialist services where necessary and appropriate in order to contribute to independent living
3. Ensure that the advice, guidance and support provided is of the highest possible standard and is underpinned by the MEAM*, PIE**, and Housing First models.
4. Safeguard the health, safety and welfare of service users, self, and colleagues by adhering to established protocols and operational procedures – including safeguarding adults, risk assessment and management, and data protection.
5. Ensure that housing and support plans are outcome focused, co-produced, and provide opportunities for capacity building in order to promote independence.



6. Capture and record accurate and timely monitoring and management information in relation to the delivery of the service, including but not limited to: case notes, service user data consents, risk assessment and management plans, case reviews, outcomes data and so on.

Other duties and responsibilities:

Service delivery

- Undertake to deliver face to face advice, guidance and practical support to service users across a range of themes linked to homelessness
- Work collaboratively with other colleagues within and outside of the Pathways project to ensure that individuals are able to maintain independent living.
- Ensure that the service is user focused, consistent and of the highest quality in terms of the delivery of advice, guidance and support
- Ensure that equality of opportunity and diversity are embedded throughout all aspects of delivery of the service
- Support service users to access other agencies or provision where additional specialist support is required or where other services may be best placed to help – including access to community-based support, activities and opportunities
- Where required, undertake outreach and floating support activities to engage with services users in settings or venues they feel comfortable
- Keep abreast of service user trends/needs and wider external developments affecting the service, and use this knowledge to support the partnership to develop the service to meet these needs.

Financial management

- Adhere the organisation's financial policies and procedures in full where relevant, for example; expense claims or minor purchases.

Staff and Volunteer management

- Attend and contribute to whole-team meetings and participate in internal and external/clinical support and supervisions as required
- Participate in the recruitment, induction and training of volunteers to support the service and contribute to work of the Pathways partnership. Work closely with volunteers, ensuring they receive the support and direction required to carry out their roles effectively
- In conjunction with the Management Team, promote a common culture across the charity and the Pathways partnership, including good teamwork and lines of communication between all members of staff.

Wider environment

- Keep abreast of changes in legislation, best practice and local policy to inform developments in the service, particularly with regard to the homelessness agenda.
- Keep abreast of developments in the voluntary and community sector, and act as an ambassador for the charity at all times



- Promote the work of Future Project and the Pathways Project through networks, partnerships and other initiatives.

Other duties and responsibilities

- Promote the aims, policies, and objectives of Future Projects, and support the ethos of the Pathways partnership through everyday activities.
- Develop a good working knowledge of the operational area, its demographics, key communities, third, private and public sector contacts, networks and partnerships
- To undertake regular training and development opportunities to maintain the skills and knowledge necessary for the role.
- Maintain confidentiality in the working environment, ensuring that the privacy and dignity of service users are protected at all times, in accordance with policy
- Undertake such other duties as may lie within the scope of this post to ensure the effective delivery and development of the service

*MEAM – Making Every Adult Matter: <http://meam.org.uk/>

**PIE – Psychologically Informed Environments: <https://www.homeless.org.uk/sites/default/files/site-attachments/Creating%20a%20Psychologically%20Informed%20Environment%20-%202015.pdf>

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

Job environment: The post holder will work from within our offices in Norwich, but may operate flexibly or from home on occasions. The post will involve some travel to and from meetings and events across the county.

Supervision: The Post will report directly into our Adult Services Manager. The post holder will be subject to regular support and supervision.

Health and Safety/Safeguarding: The post holder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection, vulnerable adults and safeguarding children, and preventing extremism and radicalisation; and report all concerns or disclosures to the appropriate person.

Future Projects is committed to safeguarding children and vulnerable adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

Future Projects will provide a programme of induction and training to include Health & Safety and Safeguarding, and will make external training available as required.

Equalities: The post holder must be aware of, support and promote equality and diversity in all its forms, and ensure that clients have equality of access to the services on offer. In the context of this role, this includes being mindful of audiences access requirements to information, facilities and services and making reasonable adjustments where appropriate.



Future Projects is an equal opportunities employer, a Living Wage employer, and a disability confident employer; see the charity’s application pack for more information.

Pre-employment checks: Employment will be subject to satisfactory pre-employment checks such as right to work in the UK. The post is subject to enhanced Disclosure and Barring Service Checks.

When completing your application form, please explain, concisely, how you meet the Essential and Desirable criteria for this post. Failure to adequately evidence how you meet the Essential Criteria as a minimum may result in your application being unsuccessful.

Skills, Knowledge & Experience	Essential (E) Desirable (D)
Experience of supporting vulnerable adults	E
A good working knowledge of safeguarding practices	E
Excellent communication and interpersonal skills with the ability to engage and motivate others.	E
Competent at evidencing progress toward targets.	E
Competent at client case management and data recording	E
A good team player with a willingness to be flexible and adaptable	E
An understanding of confidentiality and impartiality issues.	E
Full Driver’s License with access to a vehicle	E
Competent ICT user: confident in the use of all standard Microsoft Office programmes	E
Able to demonstrate a strong commitment to the values of Future Projects, and a good understanding of how the role contributes directly to the charity’s objectives	E
Experience of multi-agency and partnership working	D
Experience of community outreach or engagement work	D
Good knowledge of services and provision across Norwich and surrounding areas	D