

JOB PACK

Wellbeing & Tenancy Worker

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

Our members build, renovate and manage low-cost housing for rent and sale. We work to help regenerate neighbourhoods and increase life opportunities for disadvantaged individuals and communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5 day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbb to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbb</p>
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success. We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

In addition to delivering our existing support services, we are always seeking new innovative partnerships, solutions and funding opportunities, responding to need and working with communities in which we can make a difference.

With more than 200 staff from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 7,000 people annually through the contracts we manage.

This position stands within our Jigsaw Support Wellbeing service, which consists of 11 Wellbeing & Tenancy workers, a Hospital Discharge worker, a Hoarding Specialist, and an Ageing in Place Engagement Worker.

Role Information:

Our Wellbeing & Tenancy Workers support customers who are a tenant of Jigsaw Homes, or accessing any of our Jigsaw Support contracts, to support improved health and wellbeing outcomes, offer support for tenancy sustainment and support those with low level hoarding. They also support staff by providing advice and guidance on how they can best support clients with Wellbeing & Tenancy issues including signposting them to local wellbeing provisions. The service delivers support across the Northwest and East Midlands.

As a Wellbeing & Tenancy Worker, you will work with clients with complex needs that are experiencing multiple areas of disadvantage to actively support behaviour change, linking individuals to appropriate support services as required. You will support participants to improve their wellbeing by improving their lifestyle behaviours, build resilience, skills, and stronger emotional relationships - supporting them to move forward with their lives. Working from an asset-based approach; it will motivate long term behavioural change to support an individual wellbeing and mental health and improved tenancy management, sharing tools to support tenancy sustainment.

You will work closely with other internal departments keeping open lines of communication to avoid duplications and achieve the desired outcome for the client.

The role will develop Health and Wellbeing relationships within communities between local people, medical professionals, external agencies and the voluntary sector and other supporting services.

If you are looking for a rewarding role, that enables you to make a difference to people's lives and are able to work on your own initiative, connect with people at all levels then this role is for you.

We welcome applications from people who have the skills and experience in delivering wellbeing interventions and / or tenancy support to people with barriers and complex needs

Responsible To: Wellbeing & Tenancy Team Manager / Operational Manager

MAIN TASKS OR ACTIVITIES

1. Be a strong advocate for asset-based and trauma-informed approaches and will be confident in challenging others to think differently, recognising the value of working collaboratively to ensure clients wellbeing and tenancy relation issues are met.
2. Provide a customer focused tenancy support, enabling them to maintain their tenancies and live independently within their homes.
3. Assist in the development of robust partnerships with a variety of stakeholders to ensure that the team has access to high quality wellbeing services, liaising with a range of services within the local community; statutory and non-statutory services, supporting customers to access community-based activities to achieve a co-ordinated approach in order to help them achieve their outcomes through specialist assessment and support planning.
4. Work with the customer to produce a risk and needs assessment, setting smart goals and provide qualitative interventions to ensure individuals are appropriately supported, ensuring reviews are completed periodically to monitor the progress of the customer journey.
5. Be responsible for caseload of complex clients responsibility to deliver health and wellbeing outcomes, self-confidence and self-development, and facilitate links with specialist services as required.
6. Undertaking a variety of case management responsibilities, ensuring all notes for clients are uploaded and recorded on system within a timely manner to ensure safe working practices in line with frameworks and to ensure all case are compliant.
7. Support clients throughout their personal journey through providing structured interventions to support behavioural change using motivational interviewing communication style.
8. Develop and implement a broad range of pro-active solutions to help sustain tenancies, identifying areas of preventative work. Assertively engage customers and sustain that engagement via face-to-face visits across the North West and East Midlands and through remote means such as telephone and video calls etc.
9. Ensure that both performance and customer service are paramount in all aspects of work undertaken and to involve service users in the review and development of the service to facilitate effective delivery.
10. Be a proactive member of the team, continually seeking to improve and develop your skills and the performance of the team, operating within and complying with all Jigsaw policies, procedures, and values at all times.
11. This service operates across Greater Manchester, and the East Midlands and the position will include travel to and throughout these areas.
12. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
13. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
14. Carry out any other duties as required as required by Group Directors or Operation Directors, Deputy Chief Executive and Chief Executive commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- Qualifications demonstrating sound literature, numerical and IT skills (GCSE English & Maths A-C or equivalent)
- Ability to assertively engage participants and sustain that engagement, along with delivering interventions through motivational interviewing, visits, one to one's, group work.
- Ability to recognise and appropriately act upon risk and safeguarding concerns and follow relevant policies and procedures
- Strong knowledge and understanding of, local and national wellbeing services, with an understanding and awareness of psychological therapies. Demonstrate a sound knowledge of tenancy matters and challenges faced by tenants and how to overcoming them
- Experience of delivering support to participants with complex needs, in a trauma informed approach using relevant tools and approaches.
- Ability to work on own initiative and problem solve with minimum supervision, prioritise workload, working to deadlines with excellent organisational and time management skills.
- Full, valid UK driving license with access to own vehicle for business purposes, with motor insurance for business use.
- Willingness and ability to work across Greater Manchester, Lancashire and the East Midlands.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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Regulated by the Regulator of Social Housing Registration No. LH 4345
Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R



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