



## Full-Time Mental Health Housing Support Worker (CHO 6 Wicklow)

<b>Job title:</b>	<b>Mental Health Housing Support Worker</b> <b>12-month Full Time Contract with potential extension thereafter</b>
<b>Location:</b>	Wicklow & Dublin
<b>Responsible/Reporting to:</b>	Head of Services
<b>Job purpose:</b>	As the Mental Health Housing Support Worker, you will provide time limited mental health recovery and stabilisation interventions and supports to tenants across differing tenures ranging from Local Authority, Private Rented and other AHB's households. Tenant client group will be those in an existing tenancies at risk and those moving in to a new tenancy with support needs of a Mental Health nature. You will also offer interventions of a practical Housing nature e.g. managing rent payments, arrears, budgeting, transfer requests, maintenance issues & tenant's rights & responsibilities etc. and interventions to promote Mental Health Recovery goals ranging from, managing triggers and symptoms, social Inclusion, employment & training needs and relapse prevention.
<b>Salary Scale:</b>	€ 36,613 -€ 45,724 dependant on experience
<b>Job Information:</b>	This is a full-time post, 35 hours per week 9.00am – 5.00pm Monday to Friday. <b>Please note some flexibility may be required</b>

### About HAIL

HAIL is an Approved Housing Body with a strong reputation in providing both quality housing and floating support services to people with mental health difficulties in their own homes across Dublin, Kildare, Portlaoise, Tullamore, Limerick and Louth.

HAIL's vision is to be the provider of choice for housing and support for people with mental health difficulties, enabling them to achieve and sustain independent living in the community by having secure, quality, affordable accommodation with appropriate support services tailored to their needs.

HAIL's mission is to provide housing and individually tailored support services to support tenants and clients, primarily those with mental health difficulties, to integrate and live independent lives in the community.

Our services provide support to HAIL tenants in their own homes and to clients in non-HAIL tenancies e.g. in Local Authority, private rented and other Voluntary Housing Body tenures. We also source tenancies for HSE clients exiting homelessness from hospital, hostels, and congregated settings, and source accommodation for prisoners upon release, supporting all our clients in their resettlement and community based mental health recovery.

### Background

Adequate and appropriate housing is a key component of establishing and maintaining human well being. The primary principles relevant to the housing needs of individuals with mental health difficulties include flexible community care, high quality interagency shared case loads, specialist mental health interventions, generic and practical supports and inclusiveness.

Rebuilding Ireland (2019), our Government's Action Plan for Housing and Homelessness, cites that; "accommodation alone will not address the underlying problems of vulnerable groups such as those experiencing mental ill health and that their complex needs must be addressed by offering supports of a holistic, medical and practical manner."

Mental Health has a specific aim in the National Housing Strategy for People with Disabilities. HAIL provide both permanent housing in local communities of choice and visiting floating support services to sustain these tenancies. We reduce homeless presentations and decrease the number of avoidable hospital admissions. We promote Health Ireland and Slaintecare Priorities and embrace the lived experience of Peers through our external relationships.

## **Key Roles and Responsibilities**

### **1. Tenancy Support and Resettlement**

- To develop and implement comprehensive, individually tailored resettlement and support plans that enable our client group to sustain or move into accommodation appropriate to their needs.
- To conduct proactive weekly (at a minimum) home visits to referred clients based on their level of need.
- To respond appropriately in crisis/emergency situations and to identify the need for brief interventions and relapse prevention techniques.
- To map, record and complete Needs Assessments, Risk Assessments and Support Plans in conjunction with our clients ensuring their understanding and agreement with the process.
- To provide advice and assistance to clients in matters relating to their tenancies such as budgeting, benefits, arrears, negotiation skills, practical skills, etc.
- To intervene in cases of anti-social behaviour or neighbour dispute. Assisting with negotiation and conflict resolution in order to minimise tenancy breakdown
- To work in a preventative manner to provide early intervention and appropriate onward referral services.
- To act as the Case Manager and promote clinical and personal recovery.
- To identify challenges and work with interdisciplinary teams to devise and implement solutions
- To provide access to specialist services for clients facing barriers to independent living such as drug, alcohol and / or physical health issues.
- To act as an advocate for clients and co-ordinate required services
- To monitor and evaluate client progress and prepare discharge handovers
- To help clients develop skills and support clients to participate in activities that maintain or increase their quality of life
- To promote our Peer Support Programme and Peers as a potentially beneficial role within the lives of tenants/clients
- To assist clients to gain access to work, education and training.
- Supporting tenants in reporting changes of circumstances
- Recording any nuisance issues and ensuring those in authority are made aware of same
- Reporting Anti-Social Behaviour and other breaches of tenancy

### **2. Stakeholder Engagement and Management**

- To work closely with clients' families, physicians, psychiatrists, psychologists and other health providers
- To be confident in calling and facilitating client case management meetings with external agencies/funders
- To maintain relationships and ensure accountability to funding bodies
- To work in a respectful, coordinated and integrated way with other statutory and voluntary agencies, and within local communities

### 3. Administrative and Other Duties

- To maintain confidential records of client progress
- Secure the confidentiality of all interactions and records
- To utilise Salesforce CRM to record client service admission, interventions and relevant subsequent outcomes
- To keep and maintain recorded daily interventions and outcomes notes
- To assist the Head of Services in the collation of monthly statistics
- To attend and actively participate in internal/external meetings, training events, conferences and other functions as directed by your Line Manager
- To participate in regular supervision and annual appraisal, and help in identifying your own job-related development and training needs
- To ensure that all HAIL policies and procedures are being adhered to, particularly those relating to Health and Safety, Complaints, Code of Practice, Data Protection and Confidentiality.

## Person Specification

Key requirements for the positions of Mental Health Housing Support Worker are;

### 1. Qualifications

- Applicants should hold a recognised and relevant 3<sup>rd</sup> level qualification, and/or FETAC Level 7 Qualification in Social Care.

### 2. Experience

***The Applicant must have proficient experience, knowledge and skills in the following areas to be deemed suitable for this position.***

- **3 years+ experience** of working with people with mental health or other complex needs
- Extensive experience **3 years+ of both** (or either of) the homeless/housing sector (desirable)
- Track record in promoting Independent Living (desirable)
- Experience in developing individual management strategies and plans for service users with complex needs
- Experience of case management and confidential record keeping practices
- Demonstrated ability to manage a complex workload
- Demonstrated experience of accessing mainstream services for clients
- Experience of completing Client Centred Assessments & Risk Assessments and implementing appropriate safety measures

### 3. Knowledge

- A working knowledge of Tenancy Sustainment and/or Housing Resettlement Models
- An understanding of preventative strategies in the context of housing clients with complex and challenging needs
- Ability to set clear objectives and put goals in place using a consistent approach to care planning around the needs of those presenting with multiple care and support needs
- A working knowledge of Life Skills Mapping and/or Recovery Orientated Programmes (WRAP/STAR)
- A working knowledge of Housing Law – tenant’s rights and responsibilities
- Knowledge of Welfare entitlements
- Knowledge of Relapse Prevention and Floating Support Models

#### 4. **Skills**

- Ability to influence and negotiate
- Ability to deal appropriately with the challenge of the role
- Demonstrate professional behaviour and opinion based on objective assessments
- Contributing to the prevention and management of challenging behaviour
- Ability to take initiative and responsibility
- Be highly motivated
- Analytical and problem-solving skills

#### **Conditions**

- Use of a car and a clean driving **licence is essential.**
- The Salary will be commensurate with the experience of the individual appointed
- Salary Scale: 36,613 – 45,724 dependant on experience

#### **Appointment**

- This post will be filled immediately
- All contracts are subject to successful completion of a six-month probationary period
- **Please note these posts are part funded by the HSE and Wicklow County Council**

#### **Recruitment Process**

**Please send your C.V. and letter of application to [hr@hail.ie](mailto:hr@hail.ie) by 5pm on Wednesday 18<sup>th</sup> of March 2020**

\*Only those shortlisted for Interview will be responded to.

**HAIL is an equal opportunities employer.**

