



**Employment Vacancy: Mental Health Resettlement & Tenancy
Sustainment Worker - Slán Abhaile Project F/T Post, 1 yr contract
(Maternity Cover)**

Job title:	Mental Health Resettlement & Tenancy Sustainment Worker
Reference:	001
Location:	HAIL / HSE office, North Circular Road, Dublin 7 and HAIL Head office at Central Hotel Chambers, Dame Street Dublin 2
Responsible/Reporting to:	Slán Abhaile Project Leader
Job purpose:	To work as part of the Slán Abhaile team with individual referred from Rehabilitation and Community Mental Health Teams in Dublin North City and County in order to assess, source and help sustain tenancies.
Salary Scale:	Salary Scale: €37,528 - €46,868 (10 Point incremental scale).
Job Information:	35 working hours - Monday to Friday but flexibility will be required

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, Louth, Limerick and Sligo.

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 services to support people, primarily those with mental health difficulties, to integrate and live independent lives in the community.

Role Description

Working as an integral part of a professional team, your core responsibilities will include; engaging with and building therapeutic relationships with our client group to engage, motivate and build capacity to sustain stable and

independent accommodation. In conjunction with the HSE Community Mental Health Services you will assess clients' needs and help establish effective and flexible support plans in order to facilitate independent living. You will source housing and provide initial resettlement support as well as offering a medium term floating support model as appropriate.

Key Roles and Responsibilities - Tenancy Acquisition and Resettlement

- To identify and source housing opportunities, maximising security of tenure for clients
- To assess all housing options, resulting in high quality suitable accommodation
- To liaise with community mental health teams to ensure continuity of care to our clients when moving into a new tenancy.
- Identify supports available in the local community for our clients to engage with
- To collaborate with key stakeholders: Local Authorities, private landlords, other housing associations, community based support services
- To support clients to establish and/or maintain their tenancy. To develop and implement comprehensive, individually tailored resettlement, risk and support plans with full client involvement that enable our client group to source and sustain accommodation appropriate to their needs
- To conduct proactive regular home visits to our clients based on their level of need
- To respond appropriately in crisis situations and to identify the need for interventions and relapse prevention techniques
- To provide advice and assistance to clients in matters relating to their tenancies such as budgeting, benefits, negotiation skills, practical skills, etc.
- To intervene in cases of anti-social behaviour or neighbour disputes. Assist with negotiation and conflict resolution in order to minimise tenancy breakdown

Key Roles and Responsibilities – Client / Tenant Support

- To help clients develop skills and support clients to participate in activities that maintain or increase their quality of life
- To provide appropriate referrals and advocacy for clients regarding other health, social, educational and training services in a collaborative and client centred manner
- To assess client needs, identify problems and work with multi disciplinary teams to devise and implement recovery plans
- To promote access to specialist services for clients facing barriers to independent living such as drug, alcohol and / or physical health issues
- To monitor and evaluate client progress and prepare discharge handovers

Key Roles and Responsibilities – Stakeholder Engagement & Management

- To work closely with clients' families, physicians, psychiatrists, psychologists and other health providers
- To facilitate case management meetings as required
- To maintain relationships and ensure accountability to funding bodies through written and verbal reporting
- To work in a respectful, coordinated and integrated way with other statutory and voluntary agencies, and within local communities

Key Roles and Responsibilities - Administrative & other duties

- To record confidential records of daily client interventions and outcomes and progress
- To utilise PASS & Salesforce to record client service admission, interventions and relevant subsequent outcomes
- To ensure each client has a completed needs assessment, risk assessment, support plan, and all associated documentation which is reviewed as appropriate
- To assist the Head of Services in the collation of monthly statistics i.e. recording of KPI's and delivering on agreed targets
- To attend and actively participate in internal/external meetings, training events, conferences and other functions as directed by the Project Leader
- To participate in regular supervision and an 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 and Confidentiality.

Person Specification

Key requirements for the position of Mental Health Resettlement and Tenancy Sustainment Worker

1. Qualifications

Essential:

At least **3 years' experience in Homeless/Housing Services**

Applicants should hold a recognised relevant third level qualification such as RPN/Social Worker and/or a FETAC Level 7 Qualification in Social Care or a Degree in Addiction Studies.

Full Clean Driver's License

Desirable:

Experience in the field of Mental Health Recovery and / or Promotion

2. Experience, Knowledge & Skills

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

- Experience (3 years+) of working with people with mental ill health and other complex needs
- Experience in both or either homeless/housing sector
- Proven ability to work on own initiative and to have excellent self-management experience
- Good understanding and experience of working within the field of dual diagnosis
- Proven track record in promoting independent living
- Ability to engage, motivate and support vulnerable individuals through one to one interventions.
- Experience of developing and a good understanding of management and preventative strategies in the context of housing clients with complex and challenging needs
- Ability to respond appropriately in crisis situations and to identify the need for brief interventions and relapse prevention techniques
- A working knowledge of tenancy sustainment or housing resettlement models
- Working knowledge of the structures within mental health services
- Experience as a case manager, promoting clinical and personal recovery
- Experience in providing access to specialist services for clients facing barriers to independent living such as drug, alcohol and / or physical health issues.
- Utilisation of PASS & Salesforce systems to record client service admission, interventions and relevant subsequent outcomes

3. Conditions

The Salary will be commensurate with the experience of the individual appointed and in line with the organisation's salary scale.

4. Appointment

Posts will be filled immediately

All contracts are subject to Gardaí Clearance and successful completion of a six-month probationary period.

Please note this post is for maternity cover only

Use of a car and a clean driving licence is essential.

5. Recruitment Process

Please send your C.V. and letter of application to hr@hail.ie by 5pm on **Wednesday 25th May 2022** Only those shortlisted for Interview will be responded to.

HAIL may create a panel for future posts with your consent.

HAIL is an equal opportunities employer.



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive