

**Job Description**

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| **TITLE:** | Housing and Tenancy Support Worker - Migrant service |
| **LOCATION:** | Newport |
| **RESPONSIBLE TO:** | Housing and Supporting People Programme Manager |
| **GRADE:** | NJC scale 8 pro rata |
| **HOURS:****CONTRACT:**  | 1 x 18.5 hours (part time)To end of March 2027 |

**Mind in Gwent**

Mind in Gwent is a mental health charity formed by the merger of Newport Mind Association, Mind Monmouthshire and Torfaen and Blaenau Gwent Mind. Bringing three Mind charities together with over 35 years of experience each means that we are uniquely experienced in championing and supporting mental health and wellbeing services. Rooted in our local communities we are able to create connections and deliver to local needs and opportunities.

Mind in Gwent prioritises staff wellbeing, embraces diversity and uses different perspectives to listen well, truly understand need, shape great practise and make a difference to lives. As an organisation we believe in developing our staff teams so that they can feel proud and confident in their knowledge, abilities and personal growth.

The successful applicant, will be joining a passionate team of people at our Newport office who have a wealth of experience and who believe in the core values of bringing people together, delivering life changing support, speaking out and fighting for mental health.

**Role**

* To provide housing related support to eligible migrants living in Newport.
* Provide practical and emotional support, advice, information and advocacy to migrants living in Newport. Working towards the goal of preventing homelessness, increasing connections in the local community and securing appropriate accommodation
* To liaise with a range of professionals and organisations to maximise resources for the client.
* Promote understanding, awareness and positive attitudes towards mental health and wellbeing.
* Promote equity, diversity and inclusion.

**Principle responsibilities**

1. Deliver person centred housing related support to clients that promotes their mental wellbeing and independence supporting them to progress to a life without the need for support. To work with clients in assessing their needs to create individual personal support and plans.
2. Ensure that anti-racism, equality and diversity are central to your work addressing disadvantage, inequalities, stigma and discrimination, making sure that you take action to reach people from marginalised or disadvantaged groups and that the services you provide match their needs.
3. To network effectively with voluntary and statutory agencies to promote the needs of the clients. Working with clients so that they have the knowledge, understanding and skills to access services, support and to improve their mental wellbeing and resilience. To refer to other agencies where possible if they are not eligible for the service
4. To assist clients with benefits and housing and employment to increase income and opportunities to be suitably housed, keeping up to date with the Social Security system and housing legislation, ensuring that clients are referred for specialist advice where appropriate.
5. Focus on client involvement ensuring that clients have their views heard and that the needs and wishes of service users have an impact on the services they receive.
6. Work as part of the Housing and Tenancy Support (HATS) Team and the wider Newport staff team to develop and deliver activities that achieve positive outcomes for migrants in Newport.
7. Ensure all work is recorded and monitored and contribute to evaluating the service.
8. Work in accordance with best practice, legal requirements, the policies of Mind in Gwent, and the policies outlined by the funders.
9. Share models of good practice to aid in organisational development across Mind in Gwent.
10. To contribute to the work of other projects and teams of Mind in Gwent as when required or directed to provide cover or to develop new skills or take on new opportunities.

**Expectations**

1. To work in line with, and to support the delivery of, the vision, mission, values and goals of Mind in Gwent.
2. Adhere to and work within all the policies of Mind in Gwent and the Housing Support Grant, such as child protection policy, protection of vulnerable adults, confidentiality and data protection policies, and the policies contained within the employee handbook.
3. To actively participate, engage with, and respond to, the Mind in Gwent supervision, external supervision and appraisal processes.
4. To attend and positively contribute to Mind in Gwent and Housing and Tenancy Support meetings and other meetings as required.
5. To attend and positively contribute to Mind in Gwent, Housing and Tenancy Support, Housing Support Grant training as required.
6. To actively contribute to a positive, supportive and constructive working relationships and environment with Mind in Gwent, partner organisations and other organisations.
7. To contribute to making Mind in Gwent a greener workplace.
8. To support and contribute to our overall aim of the co-production and participation of people with experience of mental health problems, and to be committed to working alongside people with experience of mental health problems, as colleagues, lived experience experts and campaigners.
9. To be flexible, adaptable and undertake work to support the aims of Mind in Gwent, the aims of the Housing and Tenancy Support Team and the aims of Housing Support Grant funding including participating in an on call rota where required.

**Person Specification**

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job, each point should be addressed in your application form. The second column indicates whether the characteristic is essential (E) or desirable (D).

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| **Experience** |
| 1. Experience of providing person centred housing related support to eligible migrants in Newport
2. Experience of delivering person centred support to promote mental wellbeing and independence.
3. Experience of working with clients in assessing their needs and creating personal support and support plans.
4. Experience of working effectively as part of a number of different teams.
5. Experience of working effectively with a variety of organisations in the interests of clients.
6. Experience of developing activities to achieve positive outcomes.
7. Experience of recording and monitoring work to help with planning and evaluating services.
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| **Skills/Abilities** |
| 1. Able to provide support to people in a way that promotes their involvement, independence, resilience to achieve positive outcomes.
2. Able to communicate effectively, orally and in writing, with a diverse range of people with different levels of understanding and ability.
3. Able to work successfully on your own initiative and as part of a number of teams and partnerships.
4. Able to organise and prioritise own workload effectively to meet job and project objectives.
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| **Equality and Diversity** |
| 1. Ability to identify when discrimination is taking place in service delivery or in the work-place and take appropriate action.
2. A demonstrable commitment to equality of opportunity, a positive approach to diversity and to Mind in Gwent becoming a proudly anti-racist organisation.
3. A commitment to, and experience of, to working alongside people with mental health problems as colleagues.
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| **Specialist Knowledge** |
| 1. A good knowledge and understanding of issues affecting migrants.
2. A good working knowledge of the Benefits Systems, Housing and Tenancy legislation and of the Housing Support Grant.
3. Language Skills
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| **Education and** **Training** |
| 1. Relevant training and/or qualifications for the job such as mental health, housing, Social Security Benefits and the Housing Support Grant.
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| **Other** **Requirements** |
| 1. A commitment to acquiring the skills, knowledge and understanding, to become an expert in housing, housing support and migrant issues
2. Willingness to be flexible in meeting the needs of eligible migrants, the needs of Mind in Gwent and the funders.
3. A commitment to the ethos and values of Mind and Mind in Gwent.
4. A clean driving licence and access to a roadworthy car.
5. Any other duties appropriate to the role as directed by a manager.
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We will consider any reasonable adjustments under the terms of the Equalities and Human Rights Act, to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post and to attend an interview.

The Job-holder will ensure that Mind in Gwent’s policies are reflected in all aspects of their work, in particular those relating to;

1. Child Protection and the Protection of Vulnerable Adults
2. Equalities and Human Rights

(ii) Health and Safety

(iii) Data Protection

**Disclosure and Barring check (DBS)**

Because of the nature of this job, it will be necessary for the appropriate level of criminal record check to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are ‘spent’ under the provision of the Act, and, in the event of employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.