

Tenancy Sustainment Officer

THE IVEAGH TRUST

Job Description | Ref: TSO-0725

The Iveagh Trust is the oldest provider of social housing in Ireland, building sustainable communities since 1890. Today, the Trust provides circa 2,000 homes in Dublin, across eleven locations, offering a range of housing options including general needs housing for families, supported housing for older people, and accommodation for men experiencing homelessness at the Iveagh Hostel.

The Tenancy Sustainment Officer will support tenants who are at risk of homelessness or where there is a risk to their tenancy. The role will focus on early intervention and long-term tenancy sustainment.

Position	Tenancy Sustainment Officer
Reference	TSO-0725
Reporting to	Head of Housing
Contract	Permanent, Full-time
Probationary Period	6 months
Salary	Competitive, Depending on experience
Location	Stonemount Estate, Ballyfermot (hybrid working available)
Pay & Benefits	<p>The Iveagh Trust offers excellent terms and conditions of employment:</p> <ul style="list-style-type: none"> ✓ Annual Leave – 22 days – increasing after three years+ service to a maximum of 25 days. ✓ Pension – Best-in-class Defined Contribution Pension Scheme with employer contributions of up to 15% (when matching an employee contribution of 10%), lower contribution options are also available. ✓ Death in Service Cover. ✓ Full Employee Assistance Programme for you and your family. ✓ Group Health Insurance Scheme providing discount to employees. ✓ Generous and supportive sick pay scheme. ✓ Mileage – Mileage allowance will be paid in respect of all car mileage on Trust business at a rate fixed. ✓ Full induction and ongoing training and development opportunities.
Principal tasks & responsibilities:	<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Establish a community led tenancy support model. • Establish and maintain links with key stakeholders in the community. • Hold regular estate clinics to provide support and community related information to tenants. • Work with the Housing and Community Officer to establish a youth group or link with a local youth group to ensure engagement at all age levels. • Carry out regular risk assessments on projects and tenants.

	<ul style="list-style-type: none"> • Provide direction in relation to support services and welfare entitlements. • Engage in harm reduction methods to promote safety and tenancy sustainment. • Partake in regular training to stay up to date with the latest learnings around tenancy sustainment and support. • Assist the housing and maintenance department in dealing with complex cases including hoarding, no accesses, and other tenancy breaches. • Provide practical support to tenants in arrears. • Provide advice and assistance to tenants in matters relating to their tenancies such as budgeting, social welfare benefits, managing utilities, practical household skills, etc. • Promote an ethos and understanding of diversity and support local initiatives to further integration and community led development. • Assist tenants, especially the elderly or those with a mobility issue, with their move on options regarding accommodation and care. • Support the tenant to integrate into the wider community as appropriate with the aim of reducing isolation, this may include engaging translation services. • Link in with Community Mental Health Team in order to contribute to an integrated case management approach. • Support the tenant to maintain their home to a reasonable standard, including encouraging them to report repairs/ faults in a timely manner. • Support the tenant to understand their rights and responsibilities as tenants, as outlined in their tenancy agreement which is registered with the Residential Tenancy Board (RTB). • Assist the Head of Housing in the collation of monthly statistics. • Attend and actively participate in internal/external meetings, training events, conferences and other functions as directed by the Head of Housing. • Participate in regular supervision and performance management, and help in Identifying your own job-related development and training needs. • Ensure that all Iveagh Trust policies and procedures are being adhered to, particularly those relating to Health and Safety, Complaints, Code of Practice and Confidentiality. <p>General</p> <ul style="list-style-type: none"> • Ensure confidentiality on all matters and information obtained during the course of employment. • Present and act in a professional manner at all times. • Be very approachable with a positive attitude. • Be a team player, provide support for other team members if and when the need arises. • Adopt an approach of continuous learning and personal development. • Any other duties consistent with your role.
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	<ul style="list-style-type: none"> Promote the Trust's unique heritage. <p><i>This is not an exhaustive list of all duties.</i></p>
Health & Safety	<ul style="list-style-type: none"> Meet all your responsibilities, as an employee of the Iveagh Trust, as outlined in the Safety Statement and in fulfilment your obligations under the Safety, Health & Welfare at Work Act 2005. Use required PPE as required. Take immediate appropriate action in response to all safety. issues/incidents, to mitigate against accidents and near misses. Report all health and safety issues/concerns in a timely manner. Participate in all scheduled Health and Safety training.
Key Competencies	<ul style="list-style-type: none"> Excellent interpersonal skills. Good written and report writing skills. Proficient IT / database skills. Ability to take initiative and responsibility. Be highly motivated. Analytical and problem-solving skills.
Qualifications & Knowledge / Expertise	<p>Essential:</p> <p>1.Qualifications Applicants should hold a recognised and relevant 3rd level qualification, and/or FETAC Level 7/8 Qualification in Social Care.</p> <p>2.Experience <i>The Applicant must have proficient experience, knowledge and skills in the following areas to be deemed suitable for this position.</i></p> <ul style="list-style-type: none"> Experience of working in two or more of the following areas: Family Support, Tenancy Sustainment, Residential Care, Mental Health, Challenging Behaviour, Substance Misuse. Experience of promoting Independent Living Skills for vulnerable clients. Experience of case management and confidential record keeping practices, including risk assessments. Experience of working in an interagency/ multi-disciplinary environment. <p>3.Knowledge</p> <ul style="list-style-type: none"> Understanding of the issues and challenges facing vulnerable individuals in the areas of homelessness, housing and mental health. Understanding and/ or experience in the areas of addiction, independent living, social inclusion etc. Knowledge of Trauma Informed care, safeguarding and mental health supports.

Applications:	<p>All applications must include the reference code: TSO-0725 a cover letter and up to date CV.</p> <p>Please send your CV along with a cover letter outlining your suitability for the position by email to: hr@theiveaghtrust.ie</p> <p>Or by post to:</p> <p>Denise Conway, The Iveagh Trust, Bull Alley Street, Dublin 8.</p> <p>Closing date for applications is 4pm on Friday 25th July 2024.</p> <p>Shortlisting of applications for interview will commence before the closing date therefore if you are interested in this opportunity, please apply early.</p> <p>The Iveagh Trust is an Equal Opportunities Employer.</p>
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