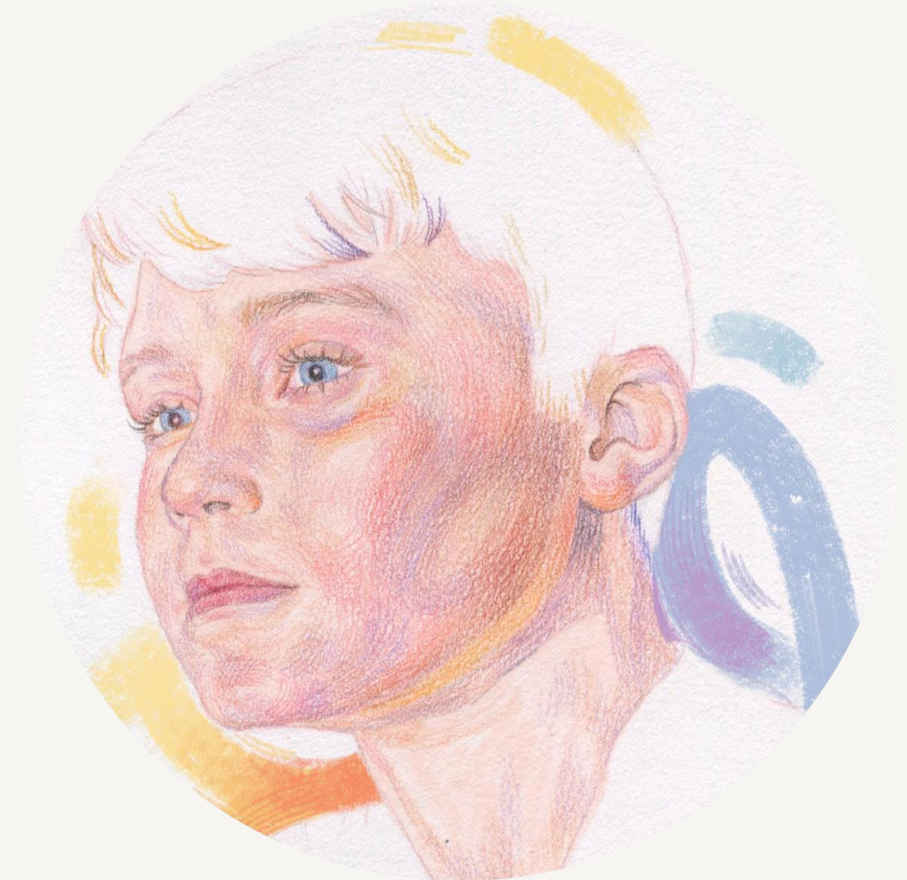


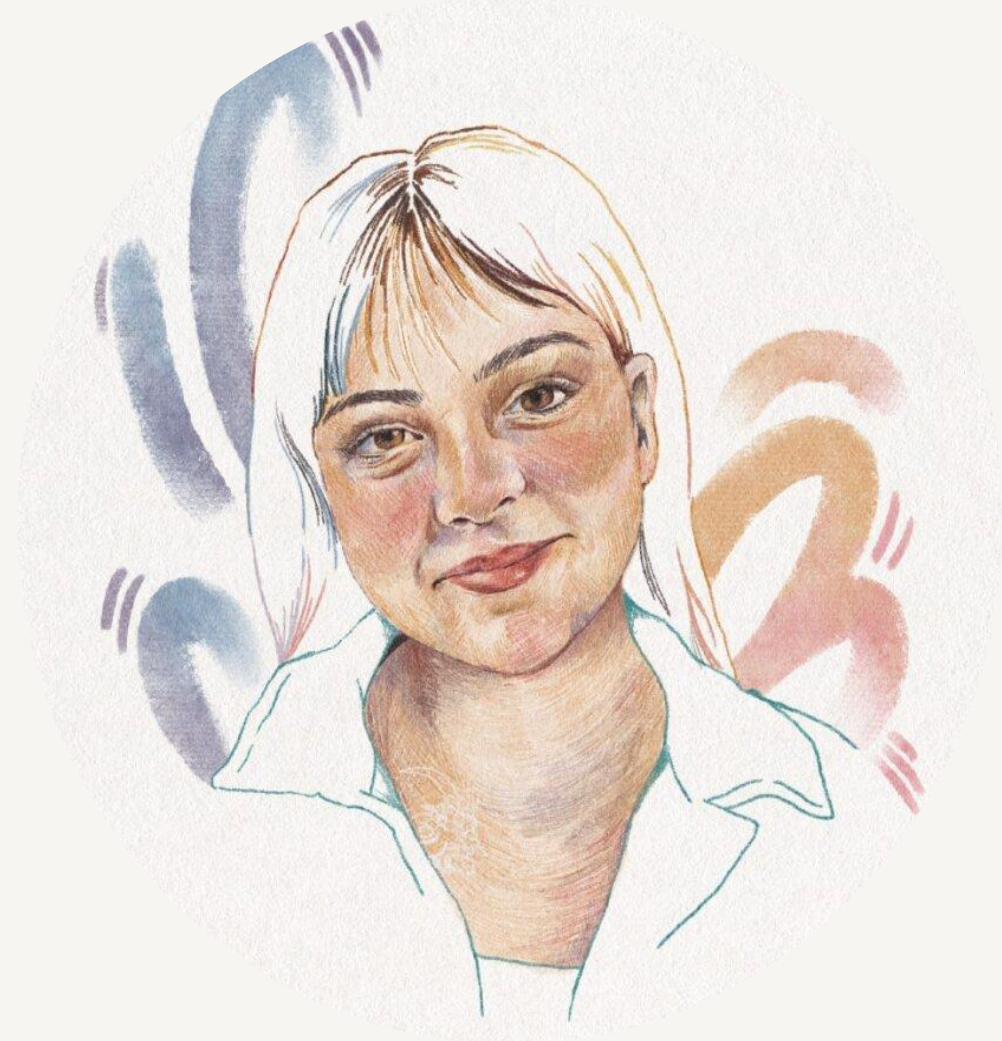
Right
There

Job Pack
Tenant Liaison Worker-Short
Term Housing Glasgow
(June 2024)



Job Purpose

Tenant Liaison Worker



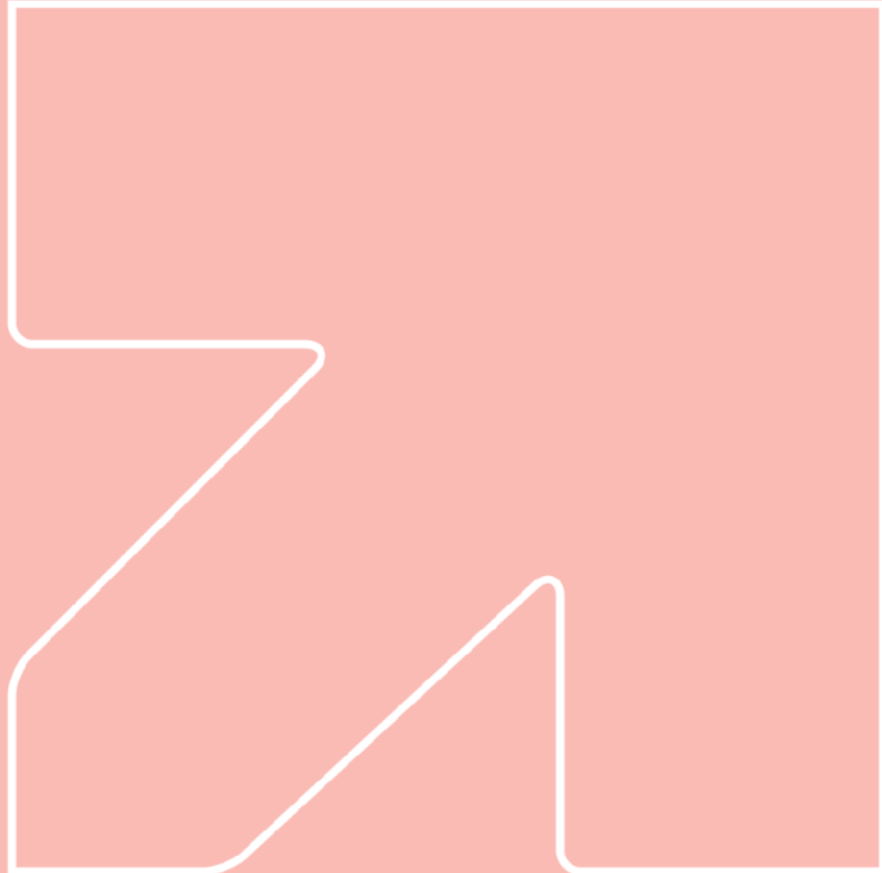
Short Term Housing provides a link between private property owners and tenants. Our goal is to end homelessness by providing access to privately rented properties, as we believe that this is an effective and long-term solution to ending homelessness.

Our Tenant Liaison Workers help to end homelessness in 2 ways:

Temporary Furnished Flats- Through the provision of temporary furnished accommodation within the Private Rented Sector and providing a high-quality support programme for homeless households.

Rent Deposit- Through facilitating access to accommodation within the Private Rented Sector and providing a high-quality support programme for households at risk of homelessness.

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About Right There

We are Right There, a charity that provides tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness, and improve mental health and wellbeing through mentoring and counselling.

We want to challenge stereotypes - it doesn't matter what the situation is - we're not here to judge, only to help. Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives. Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual.

Our community roots as a charity go back almost 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



Our key areas of focus



For People

Providing counselling, mentoring and tailored family support for those at risk of social inequalities.



At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



In The Community

We equip people to live independently and build stronger community connections.



Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

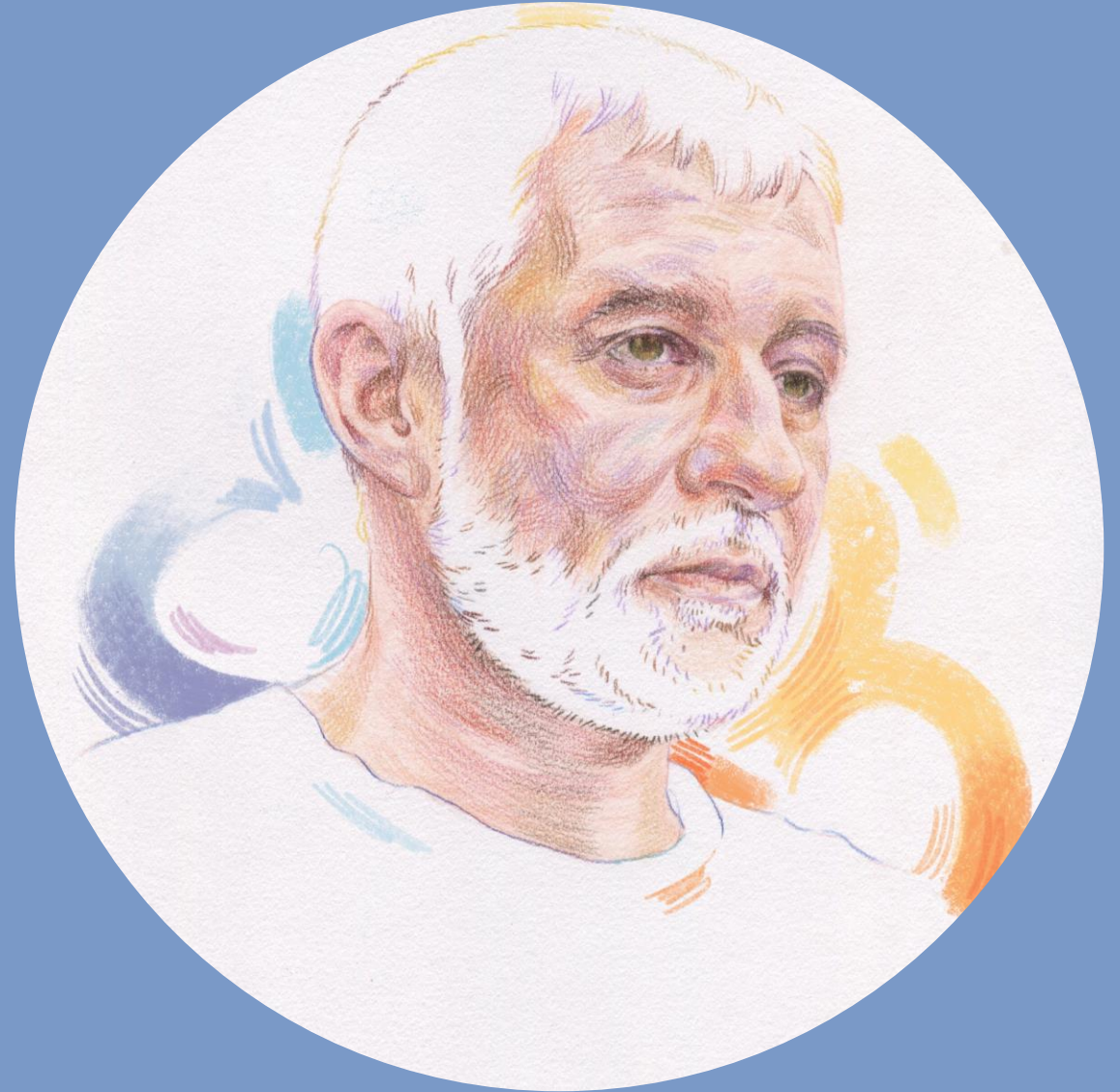
We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Main Role Responsibilities

- Develop positive, respectful and compassionate relationships with the people we support, focusing on their strengths as individuals
- Have a high standard of professional integrity with colleagues and other professionals
- Establish clear professional boundaries with the people we support
- Assess and progress all referrals made to the service in line with service specification
- Effective engagement with landlords and letting agents in the management of properties, ensuring they are fit for purpose and comply with legal, Health and safety and corporate standards
- Maintain occupancy levels through efficient allocation and void management of properties
- Liaise with external agencies such as Community Homeless Teams, Housing Benefit and Council Tax teams, landlords, support providers, health programmes, local authority and other agencies as required.
- Arrange and facilitate support with the people we support to meet individual need and contractual requirements
- Assist the people we support to engage in the local community
- Compile and review risk assessments for the people we support
- Promote involvement of the people we support in the development and improvement of the service
- Advocate on behalf of the people we support
- Investigate and resolve any complaints from the people we support, landlords, neighbours and other relevant parties
- Maintain a safe environment for the people we support, colleagues and others
- Have a detailed knowledge of other relevant programmes
- Represent Right There to other agencies or services including Local Authority, Social Work, Housing Services and other relevant programmes
- Actively contribute to your service and the organisations development and improvement
- Participate in team meetings
- Attend and participate in training and share learning experiences
- Engage in reflective practice
- Feedback on the review of organizational policies and procedures and local guidelines
- Promote and represent Right There programmes positively
- Strive for continuous personal and professional development
- Engage with any organizational initiatives such as NHS Healthy Working Lives, Investors in People etc

Essential skills and experience

- Experience of working with the group of people we support relevant to programme areas
- Ability to demonstrate understanding of needs of the people we support
- Ability to demonstrate experience of person-centred way of working
- An understanding of housing management
- Flexibility with regard to working patterns
- A full driving license and access to a car for work purposes
- Ability to respond at short notice to crisis situations



Desirable skills and experience

- Qualified to SVQ Level 2 or SCQF equivalent in a Social Services and Healthcare or an appropriate Housing qualification or be willing to undertake
- Housing Law, Information and Advice Standards qualification, or Shelter Housing training or willing to undertake
- Working knowledge of SSSC Codes of Practice
- First Aid Certificate
- An understanding of private and social housing fields and current relevant legislation and policies
- Knowledge and understanding of tenancy and housing support requirements
- Knowledge of local resources



Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way – with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 19-22 (£23,660-£25,328) per annum
Reporting to: Senior Tenant Liaison Worker

- Working hours are Monday to Friday – worked flexibly between the hours of 8.00am to 6.00pm, with core hours over the period from 10am to 4pm, with one-hour unpaid break.
- Your core place of work will be 17 Dava Street, Glasgow, G51 2JA . You are also required to work in the local community, and you will be paid travel expenses between your usual place of work and appointments undertaken in the course of your duties. Alternatively, you may also choose to work remotely from your home address where appropriate. Working arrangements must be agreed with your line manager, based on the needs of the service.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People’s Pension. Deductions will be taken from your salary in the month you will complete 3-months of employment
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

Our People Benefits



We know how dedicated our people are and we want to help you achieve a good work/life balance – and make it easier to enjoy life's special moments!

That's why we've got a range of enhanced family-friendly and wellbeing benefits to give you some well deserved perks of being a Right There employee.

Benefits include:

- Hybrid working – work where is best for you and your role
- Enhanced maternity, paternity, adoption, and shared parental leave
- Employee 24-hour counselling and wellbeing services
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase up to 5 more days)
- Life insurance 4x your salary
- Dedicated training and development plans
- Cycle to work scheme

Read more about our benefits by visiting [rightthere.org](https://www.rightthere.org)

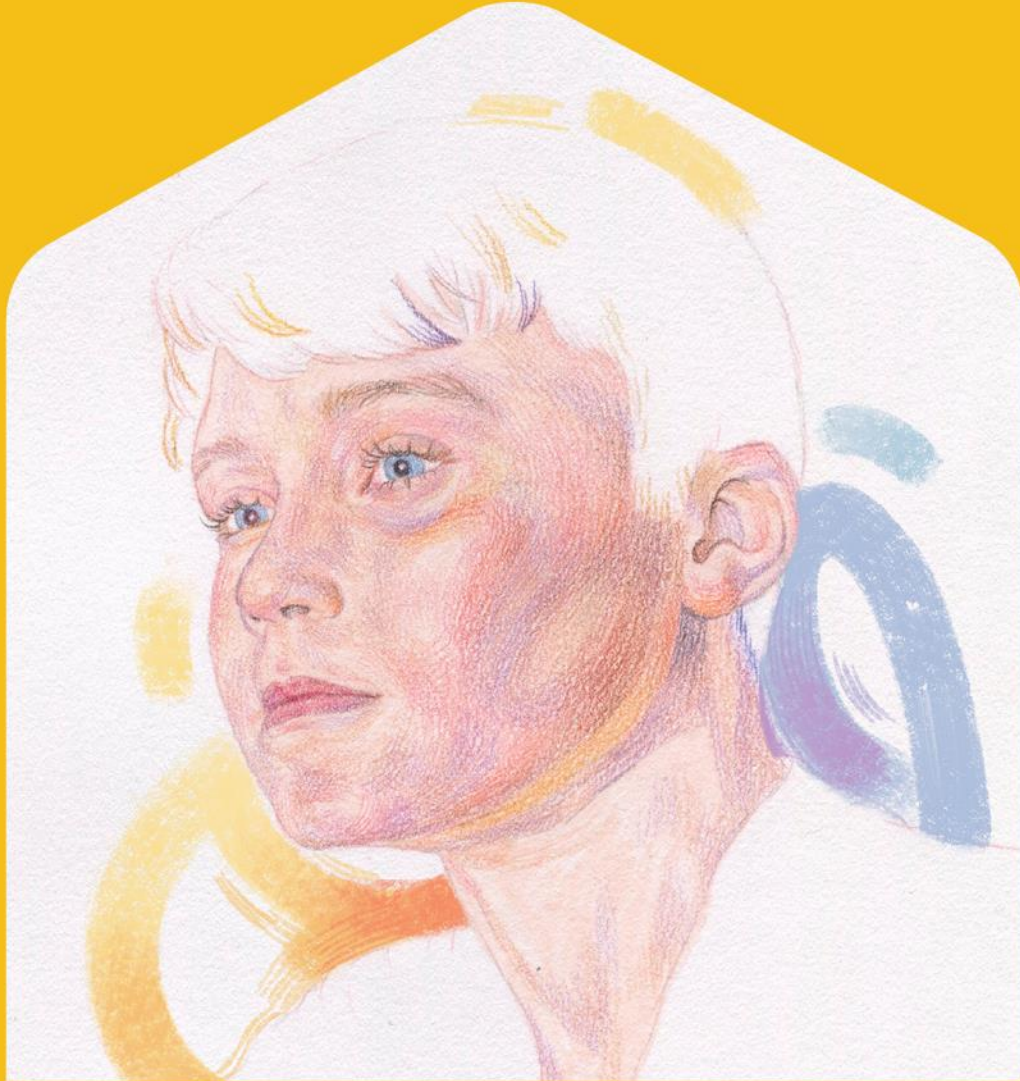
Right There

How to Apply

To apply send your CV and a cover letter outlining why you want to work with us, and how you meet the experience, skills and behaviours expected for this role.

Deadline 12pm on Monday 1st July 2024

Email recruitment@righthere.org



www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**