

SOPHIA HOUSING ASSOCIATION

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Tenancy Sustainment Officer Cork
Location	North Cork and surrounding areas with a base in Cork City
About Sophia	<p>Sophia is a national organisation that has been supporting people as they emerge from homelessness since 1997. Responding to an ever-growing need in Ireland, Sophia supported 1,034 people in 2019 which is an increase of 100% in the number of people supported since 2016.</p> <p>Sophia is a niche service provider for two reasons; Firstly, it sees the provision of home of one's own as the primary response to homelessness and the intervention that Sophia is exclusively focused on. Secondly as an Approved Housing Body, its core mission is to provide homes for individuals, couples and families who not only need a home but also present with other support needs.</p> <p>Sophia recognises that homelessness can have a traumatic impact on people and that services need to be designed and delivered in a trauma informed way.</p>
Reporting to	Project Manager
Contract	12 months
Hours	39 hours per week
Job Purpose	<p>To provide support and be responsible for the settlement of, and ongoing tenancy sustainment supports, for individuals and families in North Cork on behalf of Cork County Council.</p> <p>To work in partnership with Cork County Council and other agencies who work in the community.</p>
Key Responsibilities	<ul style="list-style-type: none">• To commit to the objectives and ethos of Sophia• To complete needs assessments and devise support plans through the use of appropriate assessment and planning tools, with the service user taking a central role in the process• To decide, in partnership with the County Council and the service user, on the appropriate level of contact/support for each service user and maintain that contact/support based on a regular assessment of the service user's needs• To liaise and work in partnership with other agencies involved with the service user and to link individuals or families in with services they may need

- To support service users to meet responsibilities in regard to payment of rent and other household bills
- To support service users to maintain their home to a reasonable standard.
- To support service users to fulfil their responsibilities as detailed in their tenancy agreement.
- To support service users to integrate into their community
- To develop and maintain positive working relationships with partner organisations such as Cork County Council, and other community supports
- To create and maintain a strong working relationship with service users in order to provide a space where they feel they can discuss any issues coming up for them.
- To undertake other work that may be assigned to you from time to time.

Communication:

- To attend relevant meetings as requested by funders and to participate in training as required.
- To travel to National meetings as required.
- To participate in the recruitment, induction and on-going training, support and direction of Volunteers, Students and Trainees of Sophia.
- To prepare monthly and quarterly reports and/or as requested by management and funders.
- To provide professional supervision to trainees as required.
- To liaise and work effectively with relevant personnel in Sophia Housing, and other relevant agencies; e.g. Local Authority, Health Service Executive etc.
- To adhere to Policy and Procedures within the service and direct assistants to do the same.
- To keep up to date with relevant legislation, policies and practice.

	<p>Finance:</p> <ul style="list-style-type: none"> • To adhere to the annual budget for the Project • To adhere to the Service Level Agreements for the Project and to ensure the return of data and information agreed with funders. • To provide information as required for grant applications to fund the services and costs of the service in your region. To provide information to funders on expenditure of grants. • To promote networking with appropriate voluntary and statutory agencies. <p>Health & Safety:</p> <ul style="list-style-type: none"> • To ensure that necessary fire, health and safety policies and procedures are adhered to. • To adhere to procedures those are in place for responding to emergencies within the projects <p><u>Person Specification</u></p> <ul style="list-style-type: none"> • A level 8 degree in a social care or a related discipline i.e. addiction, social work, psychology • At least two years' experience working with this client group • An understanding of the issues affecting people who are homeless and sustaining a tenancy • Knowledge around child protection issues, mental health issues and addiction • The ability to work on own initiative • Proficient IT Skills and knowledge with a database • Excellent interpersonal communication skills both verbal and written are essential. • To have excellent report writing and record keeping skills. • A full clean driver's licence and use of a car to visit service users in their homes. <p><u>Application Process:</u> Please forward a Cover Letter and CV to Recruitment@sophia.ie The closing date for receipt of applications is Monday, 19th September 2022</p>