



# APPLICATION PACK HOMES FOR GOOD





## WELCOME...

Homes For Good is a brand new concept in letting and the first of its kind in Glasgow and Scotland.

Great customer service is at the heart of our business, we take real care with our landlords and tenants alike to ensure we understand and meet their needs.

Our unique in-house team is built up of plumbers, tenancy support officers, designers and more. We have specialists to cover all areas of the maintenance and upkeep of your property for ease of mind.

Trust, clear communication and getting the details right are vital and our values and way of working reflect this.





## WE ARE HOMES FOR GOOD

What ensures Homes for Good remains a unique letting agent and property management company is the core values at the heart of all of our operations. This is our personal code of conduct we created to ensure consistent quality services to all of our customers.

## WHAT WE DO

Homes for Good own and manage properties all over Glasgow as far as Ayrshire. We are passionate about the impact homes have on people's lives, and this social aspect to Homes for Good is a central aim of the business.

The Homes for Good team is made up of a select group of experienced, enthusiastic people with all the expertise needed to build and run a successful property management and lettings agency.

We have the advantage of a talented in-house team. This includes plumbers, joiners, designers and tenancy support officers. This ensures quick response times to any issues and central control of our properties.

We have diverse backgrounds, but one thing in common – a clear commitment to creating secure, quality homes for tenants. Enabling landlords to successfully manage their investments.





## COMPANY VALUES

As a team of people we share the following values:

### **Kindness**

we always treat people well, and without judgement

### **Friendly**

we are approachable, and easily accessible to our customers

### **Integrity and Fairness**

we always do the right thing

### **Quality**

our services are of a high quality which we maintain consistently

### **Expertise**

we have excellent expertise in property management as well as having a strong knowledgeable and diverse in house team





## INTENSIVE TENANCY SUPPORT OFFICER

Salary: £22,000 - £24,000, full time  
Closing: 14th February 2020  
Location: Glasgow base with travel to surrounding areas  
Website: [www.homesforgood.org.uk](http://www.homesforgood.org.uk)

### Role Overview

We are looking for a highly motivated Intensive Tenancy Support Officer to join our fast based & dynamic professional family. Always working to our core values of being kind, honest, friendly and fair we provide a high standard of service to all our customers (tenants and landlords alike), ensuring quality by investing in the team's expertise and always willing to go the extra mile to get the job done.

Due to the growth of our Social Business Group we are currently looking to recruit a Tenancy Support Officer with experience supporting vulnerable adults. This post will be based in Bridgeton, Glasgow and will involve travel around Greater Glasgow and Ayrshire to provide person-centred support to our tenants in their homes.

You will play a key role in helping us support our most vulnerable tenants through providing innovative person centred support and excellent customer service to help them sustain their tenancies in happy, stable homes.

This post has been created to work with a select group of our tenants who demonstrate multiple and complex needs. Your purpose will be to help your tenants enjoy their homes and have successful tenancies with an emphasis on individual needs in relation to mental health & wellbeing, financial inclusion, social skills and community engagement.





## Key Responsibilities

- Take initiative to engage with tenants on a regular basis through telephone calls and home visits, ensuring consistent levels of reciprocal communication
- Lead on proactive methods of engagement and cohesive working relationships with other agencies, colleagues and contractors to ensure that the tenants within your portfolio successfully manage their tenancies, maintain the property condition and improve their quality of life
- Responsibility to work with associated tenant to assess income parameters, income maximisation, advocacy, applications for welfare funds and debt management. This also includes collating evidence and attending appeal hearings in person and via telephone
- Ownership on working with tenants to improve personal life skills in household management ensuring your tenants sustain a healthy home environment
- Use mental health first aid and rudimentary counselling tools to respond to relevant tenants when there is a situation of crisis, as well as maintaining high levels of engagement on an ongoing basis to help recognise triggers and associated cognitive patterns – helping to prevent relapse
- Befriending in a social context to reduce social isolation and increase the independence of associated occupants with our properties
- Undertake tenant catch-ups, including assessing condition of property, and documenting through Homes for Good's reporting systems



- Ensuring tenancy paperwork is up to date and we are aware of the future plans occupants have that will affect the sustained lease agreement to ensure a seamless and kind approach is taken
- Support potential tenants in the initial stages of looking for a home, including telephone enquiries, viewings and applications as required
- Lead on working in partnership with the rest of the Homes for Good team to ensure the best possible service is provided to the people within your direct care and to develop innovative solutions and test projects to tackle challenges for people accessing the private rented sector
- Encouraging tenants to participate in our Tenancy Events programmes, run through our Tenancy Support Hub



## Skills/ Aptitudes Required

- Highly motivated, self-driven and dynamic individual whose primary objective is to help others achieve their independence, reach their full potential and sustain their tenancy
- Ability to work in a busy & changing environment with the flexibility to embrace change at short notice to meet the needs of the people living within our managed homes
- Ability to identify the priorities for engagement within your own portfolio of tenants, managing your own diary to accordingly to sustain a person centred approach to tenancy support & sustainment
- A good knowledge of the welfare system, financial inclusion & mental health awareness
- Act as introducer & representative with primary, secondary & third sector services through community networks & health partnerships
- Openness to experiences of and communicating with people with complex needs who may have experienced trauma
- Ability to maintain a non-judgemental attitude & have excellent listening skills
- An ability to remain calm in complex scenarios & build positive relationships with your tenants
- Good analytical skills in gathering evidence from available databases with an emphasis on critical thinking and strategic planning of individual cases
- Excellent written communication, with the ability to adapt to different writing approaches dependent on the diverse audience
- A willingness to work towards Landlord Accreditation Scotland qualifications
- Willingness to go the extra mile, and to always do the right thing





## Qualifications & Experience

- Educated to HND level or equivalent in a relevant subject such as social care, mental health, psychology or housing
- Hold a full UK driving licence with access to a vehicle for work purposes
- A good understanding of Microsoft Office
- Excellent written and verbal communication skills

## How to apply

If you are interested in this role and would like to join our team, please email your CV along with a covering letter stating why you are applying for this position to

[mary@homesforgood.org.uk](mailto:mary@homesforgood.org.uk)

If you have any questions, please call Mary on 0141 406 1830.

