

Job Description: Mental Health Tenancy Sustainment Workers , permanent

Job title:	Mental Health Tenancy Sustainment Worker
Location:	Dublin and surrounding counties. The Inhouse team work with tenants of HAIL across a number of different areas such as Dublin, Kildare, Louth and Wicklow.
Responsible/Reporting to:	Inhouse Manager
Job purpose:	To provide Mental Health Tenancy Sustainment Services to our supported HAIL tenants who present with complex mental health diagnosis. Case manage and respond to the changing needs of tenants in partnership with HSE mental health services and HAIL's Housing team. .
Salary Scale:	€38, 466 - €48, 039 (subject to WRC agreements)
Duration of contract	Permanent
Job Information:	This is a full-time post, 35 hours per week over five days, Monday to Friday. Some evening/ out of hours work may be required.

About HAIL

HAIL was founded in 1985 as a not for profit, Approved Housing Body. Our vision is to drive excellence in **mental health housing support** and be the partner of choice for delivering integrated independent living in communities across Ireland.

HAIL owns and manages over 485 homes in the wider Dublin region, the Midlands and Limerick, and plans to expand and extend services both in these areas and other counties.

HAIL's Support Services consists of a number of teams providing mental health tenancy sustainment to our own tenants as well as those in living in other AHBs, local authority and private rented accommodation and individuals leaving prison. We also have an active, innovative, and highly regarded Peer Programme.

Role Description

To work as part of an already established team to support tenants of HAIL in a tenancy sustainment focused framework to progress their personal recovery goals in the community. This role is specific to HAIL's supported tenant group, where support needs are developing in relation to mental health deterioration, age-related issues, and vulnerability in the community. As a result, there is a need for the support worker to have a greater level of engagement with mental health and primary care services.

Primary Duties & Responsibilities Tenancy Support

- To support tenants to establish and/or maintain their tenancy where a past history of Homelessness, institutionalisation or mental health challenges have been a significant factor in their life.
- To develop and implement comprehensive, individually tailored resettlement and support plans that enable our client group to sustain accommodation appropriate to their needs.
- To complete Risk Assessments for each person as part of an active case load.
- To review and implement appropriate interventions for HAIL's support tenants as changing needs emerge.
- To develop relationships with key stakeholders in primary support services in each area in order to offer meaningful interventions.
- To take part in committees both internal and external to support HAIL's strategic goals.
- To provide advice and assistance to clients in matters relating to their tenancies such as budgeting, benefits, negotiation skills, practical skills, etc.
- To intervene in cases of anti-social behaviour which present an increased vulnerability to the person or tenancy in partnership with HAILs housing team.

Tenant Support

- To provide all new tenants with information about HAIL and our support services
- To work in a preventative manner to provide early intervention and appropriate onward referral services for tenants with escalating age-related support needs.
- To act as the Case Manager and promote clinical and personal recovery.
- To assess client needs, identify challenges and work with interdisciplinary teams to devise and implement recovery plans.
- To manage crisis in partnership with community support services
- To provide access to specialist services for tenants facing barriers to independent living such as drug, alcohol and / or physical health issues.

- To act as advocates for tenants and co-ordinate required supports
- To help tenants develop skills and support clients to participate in activities that maintain or increase their quality of life
- To support HAIL's Tenant Liaison Service to monitor and manage the changing needs of HAILs tenants.
- To develop relationships with clinical teams both in Dublin and surrounding counties as per HAIL's strategic growth.

Stakeholder Engagement and Management

- To work closely and collaboratively with tenants, their families, HAIL's Housing and property team along with Primary Care services and Mental Health Teams along with other statutory and voluntary agencies in a respectful, professional and integrated way

Administrative and other duties

- Secure the confidentiality of all interactions and records and maintain confidential records of client progress.
- To ensure each tenant has a completed Needs Assessment, Risk Assessment, Support Plan, and all associated documentation which is reviewed as appropriate.
- To keep and maintain recorded daily interventions and outcomes notes
- To assist the Services manager in the collation of monthly statistics
- To support the Tenant Liaison Service to identify and manage key stats specific to older persons and dual diagnosis.
- To attend and actively participate in internal/external meetings, training events, conferences and other functions as directed by the Services Manager
- To participate in regular supervision, Case management meetings and team meetings to support your own job-related development and training needs.
- To ensure that all HAIL policies and procedures are being adhered to, particularly those relating to Health and Safety, Complaints, Code of Practice and Confidentiality.
- Identify and develop key policies and procedures in relation to the facilitation of this role.

Person Specification:

Necessary:

1. Qualifications

Applicants should hold a recognized Level 7/8 Qualification in Social Care or relevant field.

2. Experience

The Applicant must have proficient experience, knowledge and skills in the following areas to be deemed suitable for this position.

- Experience (3 years+) of working with people with mental health and other complex needs, **or**
- Extensive experience (3 years+) of both or either the homeless/housing sector
- Extensive experience or knowledge of the complexity of working with tenants of an Approved Housing Body.
- Knowledge of social housing and tenancy rights.
- Proven track record in promoting Independent Living for vulnerable clients.
- Experience in developing individual management strategies and plans for service users with complex needs.
- Experience of case management and confidential record keeping practices
- Demonstrated ability to manage a complex workload.
- Demonstrated experience of accessing mainstream services for clients
- Experience of completing Client Centred Assessments & Risk Assessments and implementing appropriate safety measures

3. Knowledge

- A working knowledge of Tenancy Sustainment and/or Housing Resettlement Models
- An understanding of preventative strategies in the context of housing clients with complex and challenging needs
- Ability to set clear objectives and put goals in place using a consistent approach to care planning around the needs of those presenting with multiple care and support needs.
- Knowledge of the structure and roles within mental health teams is essential.

- A working knowledge of Life Skills Mapping and/or Recovery Orientated Programmes such as WRAP or STAR
- A working knowledge of Housing Law – tenant's rights and responsibilities
- A knowledge of the National Recovery Framework
- Knowledge of Welfare entitlements
- Be familiar with Recovery Orientated Support Programmes, R and Floating Support Models

4. Skills

- Excellent interpersonal skills
- Good conflict management skills and proven ability to work with challenging behaviour within guidelines.
- Good written and report writing skills.
- Ability to take initiative and responsibility.
- Be highly motivated.
- Analytical and problem-solving skills

Desirable:

- Experience and knowledge of management of a caseload with individuals presenting with complex needs.
- Experience of working within a Tenancy Sustainment model of service
- Experience and knowledge of working with a Multidisciplinary Mental Health clinical team.
- Knowledge of the changing needs presenting with an ageing tenant population.
- Knowledge of sector responses to dual diagnosis is desirable.

Conditions

- Use of a car and a clean driving licence is essential.
- The Salary will be commensurate with the experience of the individual appointed and in line with the Organisation's salary scale.
- Salary Scale: €38,466 - €48,039

Appointment

- Posts will be filled immediately.
- All contracts are subject to successful completion of six-month probationary period.

The Conditions

The salary will be commensurate with the experience of the individual appointed and in line with the Organisations salary scale.

HAIL offers:

- Flexible working hours – our core hours are 10am-4pm.
- 24 annual leave days plus 3 Company days
- Company Pension Scheme with current contributions rates of 6% employer contribution and 6% employee contribution

- Death in Service Benefit
- Training and development
- Paid expenses

Please note these posts are part funded by the DRHE and the HSE

Recruitment Process

Please send your C.V. and letter of application to hr@hail.ie by 5pm on the **29/10/2025**.

*Only those shortlisted for Interview will be responded to.

HAIL is an equal opportunities employer.

