

Job title:	Mental Health Tenancy Sustainment Workers
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 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:	€40,519 - €50,603
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.

HAIL is an Approved Housing Body with over 480 properties.

Founded in 1985, the Housing Association for Integrated Living (HAIL) is Ireland's specialist mental health housing association. As an approved housing body, we provide high-quality social housing and mental health tenancy sustainment services. The work we do helps people live independently in their homes and community.

Our mental health tenancy sustainment services and housing team help our tenants and clients maintain their tenancies and live independently by providing support on mental health recovery, household and budget management, pursuing employment and education opportunities and maintaining links with family and friends. You can find out more about these services [here](#).

We pride ourselves at all levels of our organisation for having an excellent reputation in both the housing and mental health care sectors. As part of our current strategic plan 2024-2028, we are aiming to support more people by providing an additional 300 new homes and expanding our support services into more communities across Ireland.

Our Values

- **Trust:** Our relationships are built on trust. We work closely with our stakeholders, clients and tenants to achieve the best possible outcomes.
- **Respect:** We work towards creating an equitable society where all are treated with respect and dignity. We listen with open hearts and open minds as we believe everyone's voice has a right to be heard and respected.
- **Leadership:** We are leaders in delivering our vision and purpose, courageously and responsibly providing homes, and supporting those living with mental health challenges.

Job Purpose Summary

Reporting to the Inhouse Manager, the Mental Health Tenancy Sustainment Worker will form part of HAIL's Inhouse Team. The successful candidate will 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 can be related to mental health deterioration, age-related issues, and vulnerability in the community.

Key Role and responsibilities

Primary Duties & Responsibilities Tenancy Support

- To support tenants to establish and/or maintain their tenancy in the context of mental health difficulties, possible history of homelessness, complex social issues, or prolonged institutionalization.
- To develop and implement comprehensive, client centred, 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 proactively develop relationships with key stakeholders in HSE Mental Health, Primary Care, Local Authority, and other key agencies with the aim of offering integrated case management in line with the tenant's recovery goals.
- To attend clinical multi-disciplinary teams as appropriate
- To take part in committees both internal and external in line with 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.

- In collaboration with HAIL's Housing Team to oversee and jointly manage interventions in cases of anti-social behaviour where the tenancy is at risk.

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 complex 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 issues in partnership with community support services
- To facilitate referral and 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 tenants.
- To develop relationships with clinical teams both in Dublin and surrounding counties in line with HAIL's strategic plan.

Stakeholder Engagement and Management

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

Administrative and other duties

- To maintain confidential records of client progress and ensure the security and confidentiality of all interactions and records
- To ensure each tenant has a completed Needs Assessment, Risk Assessment, Support Plan, and all associated documentation which is deemed appropriate.
- To keep and maintain records of client interactions, contacts, engagement with external agencies etc.
- To assist the Inhouse Manager and Head of Service in the collation of monthly statistics
- To support the Inhouse Team and 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 line manager.
- To participate in regular supervision, appraisal, reflective practice, 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.
- Any other duties as deemed appropriate and necessary by line management, including provision of cover to other HAIL Support Services as appropriate

Personal Specification

Key requirements for the position of Mental Health Tenancy Sustainment Worker are:

	Essential	Desirable
• Experience (3 years+) of working with people with mental health and other complex needs. Experience of working in the the homeless/housing sector is desirable but not essential.	Y	
• Experience or knowledge of the complexity of working with tenants of an Approved Housing Body.	Y	
• Knowledge of social housing and tenancy rights.	Y	
• Proven track record in promoting Independent Living for vulnerable clients	Y	
• Experience in developing individual support plans for service users with complex needs	Y	
• Experience of case management and confidential record keeping practices	Y	
• Demonstrated ability to manage a demanding work load	Y	
• Demonstrated experience of accessing mainstream services for clients	Y	
• Experience of completing Client Centred Assessments & Risk Assessments and implementing appropriate safety measures	Y	
• Ability to set clear objectives and put goals in place using a consistent approach to care planning.	Y	
• A working knowledge of Tenancy Sustainment and/or Housing Resettlement Models	Y	

<ul style="list-style-type: none"> • An understanding of preventative strategies in the context of housing clients with complex and challenging needs 	Y	
<ul style="list-style-type: none"> • Understanding of acute mental health challenges as well as the structure and roles within mental health teams 	Y	
<ul style="list-style-type: none"> • Be familiar with Recovery Orientated principles and National recovery policies. 	Y	
<ul style="list-style-type: none"> • Knowledge of Welfare entitlements 	Y	
<ul style="list-style-type: none"> • Excellent interpersonal skills 	Y	
<ul style="list-style-type: none"> • Good conflict management skills and proven ability to work with challenging behaviour within guidelines. 	Y	
<ul style="list-style-type: none"> • Ability to take initiative and responsibility. 	Y	
<ul style="list-style-type: none"> • Use of a car and a clean driving licence is essential. 	Y	
<ul style="list-style-type: none"> • Good written and report writing skills. 	Y	
<ul style="list-style-type: none"> • A knowledge of the National Recovery Framework 		Y
<ul style="list-style-type: none"> • A working knowledge of Housing Law – tenant's rights and responsibilities 		Y
<ul style="list-style-type: none"> • A working knowledge of Life Skills Mapping and/or Recovery Orientated Programmes 		Y

The Conditions

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

HAIL Offers:

- Flexible working hours
- 24 annual leave days plus 3 Company days
- Company Pension Scheme with current contributions rates of 6% employer contribution and 6% employee contribution
- Income protection in the case of serious illness
- Death in Service Benefit
- Training and development

- Paid expenses
- Access to Employee Assistance Programme

Recruitment Process

Please send a cover letter and a detailed CV, referencing **HAIL: MHTSW 2026**, outlining your experience skills and suitability for the position for the attention of Danny Scanlon to info@hail.ie.

It is essential that you highlight that you have a full clean driving licence and access to a car on application.

For queries relating to the role please contact Danny, hr@hail.ie or 01 6718444 in confidence – Closing date for receipt of applications is 5pm 3rd February 2026.

It is anticipated that interviews will be held on the 6th and 9th of February, 2026, to be confirmed.

AIL is an Equal Opportunities Employer



Promoting a supportive, caring and inclusive workplace culture is intrinsic to the work we do at the HAIL (Housing Association for Integrated Living).

