

Job title:	Mental Health Tenancy Sustainment Worker
Location:	The Regional team works across the 4 local authority areas of Dublin. The role is primarily based in Dublin with possible work in neighbouring counties. The role is primarily an outreach role; however, you will also be required to attend at HAIL's offices on a regular basis for meetings, company events and training at the request of line management.
Responsible/Reporting to:	Regional Manager
Job purpose:	To provide visiting Mental Health Tenancy Sustainment Support to clients of HAIL who reside in Local Authority, Approved Housing Body or private rented tenancy where Mental Health is their primary presenting need. Supports aim to sustain tenancies and promote mental health recovery in a community context.
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.

Housing Association for Integrated Living (HAIL) has been operating since 1985, providing high-quality independent social housing with specialist mental health tenancy sustainment supports. HAIL provides homes to people with long-term mental health support needs as well as general needs social housing. Our visiting tenancy sustainment model supports people to live independently and be integrated in the community.

This promotes autonomy, recovery, stability and full participation in society within regular housing settings rather than institutional environments.

HAIL currently owns 486 homes, approximately 70% of which are for people with mental health support needs and 30% for general needs tenants.

Job Purpose Summary

Reporting to the Regional Service Manager, the Mental Health Tenancy Sustainment Worker will form part of **HAIL's Regional Visiting Support Service Team**. The successful candidate will work as part of an already established team to support clients of HAIL who reside in a Local Authority, Approved Housing Body or private rented tenancy. Supports are focused on both sustaining the tenancy and promoting mental health recovery.

Key Role and responsibilities

Primary Duties & Responsibilities Client Support

- To support clients to establish and/or maintain their tenancy in the context of mental health difficulties and/or where a past history of homelessness, institutionalisation and/ or complex social issues has been a 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 conduct proactive on a weekly basis home visits to our clients based on their level of need.
- To complete Risk Assessments on an ongoing basis for each client.
- To work with housing providers to ensure that housing is carefully matched to individual needs.
- To provide advice and assistance to clients in matters relating to their tenancies such as budgeting, benefits, negotiation skills, practical skills, etc.
- To work in an integrated manner with the housing provider and other key agencies to prevent tenancy breakdown.
- 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

Stakeholder Engagement and Management

- To work closely with clients' families, GP, Mental Health team and other key stakeholders in order to sustain a client's tenancy
- To maintain relationships and ensure accountability to funding bodies.
- To work in a respectful, coordinated and integrated way with other statutory and voluntary agencies, and within local communities in order to support a client's mental health recovery
- To take part in committees both internal and external in line with HAIL's strategic goals.

Administrative and other duties

- Maintain high quality, secure client records in line with organizational policy and procedure.
- To utilize PASS to record client service admission and relevant subsequent outcomes.
- To ensure each client 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 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 and annual appraisal, and help in identifying 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
- From time to time you may be asked to cover for other staff 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 or experience (3 years+) of working in the homeless/housing sector	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 management strategies and plans for service users with complex needs	Y	
• Experience of case management and confidential record keeping practices	Y	
• Demonstrated ability to manage a complex workload	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 around the needs of those presenting with multiple care and support needs	Y	
• A working knowledge of Tenancy Sustainment and/or Housing Resettlement Models	Y	
• An understanding of preventative strategies in the context of housing clients with complex and challenging needs	Y	
• Understanding of acute mental health challenges as well as the structure and roles within mental health teams	Y	
• Be familiar with Recovery Orientated Support Programmes, R and Floating Support Models	Y	
• Knowledge of Welfare entitlements	Y	

• Excellent interpersonal skills	Y	
• Good conflict management skills and proven ability to work with challenging behaviour within guidelines	Y	
• Ability to take initiative and responsibility	Y	
• Use of a car and a clean driving licence is essential.	Y	
• Good written and report writing skills	Y	
• A knowledge of the National Recovery Framework		Y
• A working knowledge of Housing Law – tenant's rights and responsibilities		Y
• A working knowledge of Life Skills Mapping and/or Recovery Orientated Programmes such as WRAP or STAR		Y
• Experience and knowledge of management of a caseload with individuals presenting with complex needs		Y
• Experience of working within a Tenancy Sustainment model of service		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
- Death in Service Benefit
- Health insurance for serious illness
- Training and development
- Paid expenses

Recruitment Process

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

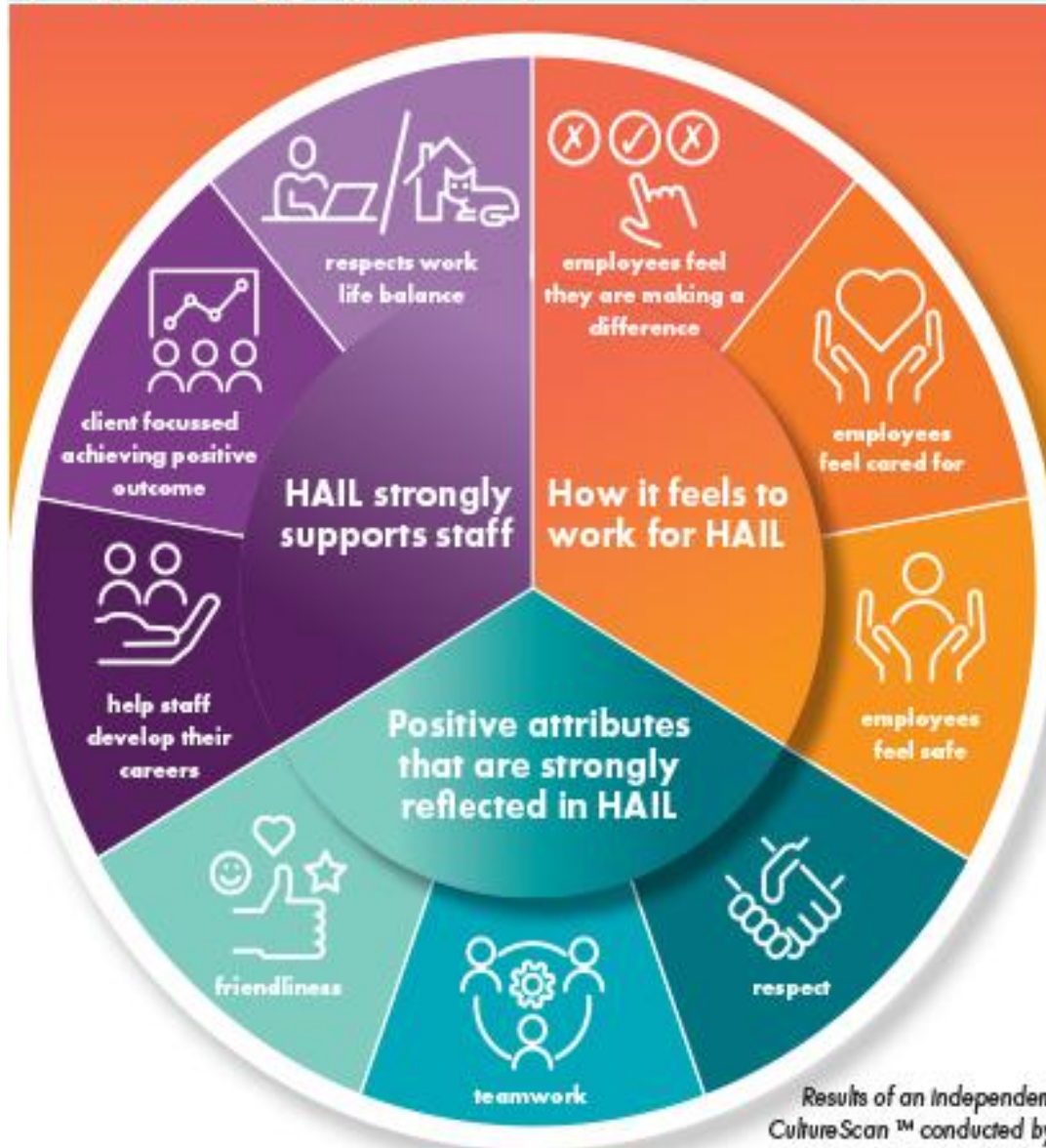
For queries relating to the role please contact Nerissa at hr@hail.ie or 01 6718444 in confidence – Closing date for receipt of applications is **5pm October 29th 2026**

It is anticipated that interviews will be held the week starting Monday November 2nd

HAIL 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).



Results of an independent CultureScan™ conducted by Campbell Tickell