

Right There

Job Pack

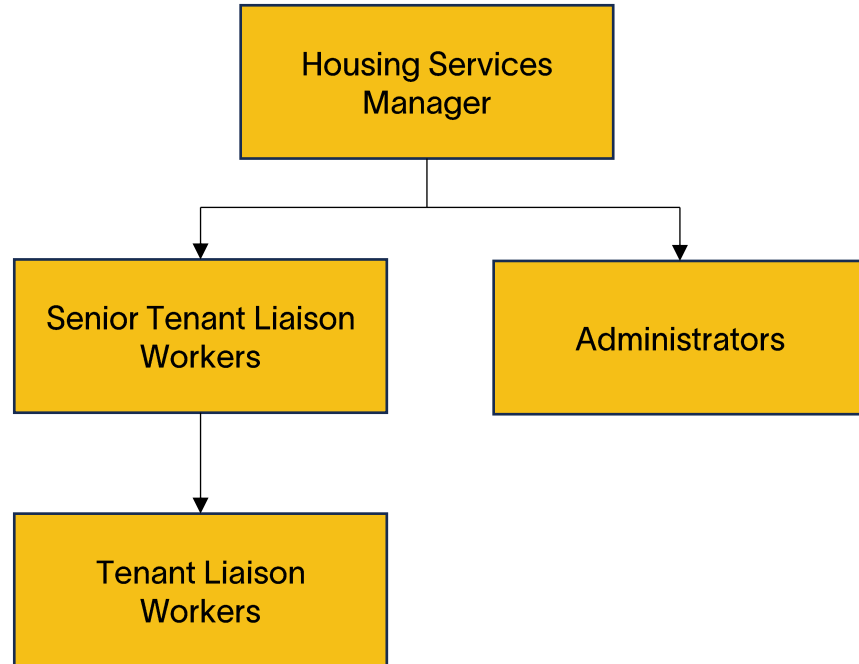
Tenant Liaison Worker-Short
Term Housing Glasgow

(January 2025)

Preventing
homelessness,
one person
at a time

Job Purpose

Tenant Liaison Worker



Short-Term Housing Glasgow provides a service between private property owners and tenants. Our goal is to end homelessness by improving access to the private rented sector.

There are two parts to the Service: Help to Rent and Short-Term Housing. Through both of these areas, we provide tenancy sustainment support to people who are experiencing homelessness, or who are in danger of becoming homeless.

We provide high standards of accommodation and, crucially, create a platform for some of society's most under-represented people with the ultimate aim of making a genuine difference in their lives.

This role is to ensure a high quality, customer focused housing management service within your individual property portfolio. Ensuring effective customer liaison and promotion of tenant participation.

About Right There



We are Right There, a charity celebrating our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and, helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

Our key areas of focus



For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.

Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way - with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Main Role Responsibilities

Provide a Housing Management service:

- Maintaining occupancy levels through efficient allocation and void management of properties.
- Carry out housing management inspections prior to allocations of housing.
- Carry out viewings of void properties with prospective tenants and initiate the book-in process.
- Visit tenants in their own home and carry out tenancy inspections a minimum of every 28 days.
- Carry out home visits of new tenants after a specified time to ensure they are occupying the property and adhering to all tenancy conditions as detailed in their tenancy agreement.
- Ensure tenants are complying with their tenancy agreement and take appropriate action where necessary.
- Be contact officer for all tenants and landlords/letting agents within the patch and resolve any issues they may have.
- Investigate Neighbour Disputes and complaints of Anti-Social Behaviour and take appropriate action in accordance with Right There's policy and procedures. Make appropriate referrals to specialist teams as appropriate in support of tenant's wellbeing.
- Ensure all rent arrears recovery and early intervention activities are carried out in accordance with policies and procedures.
- Provide general advice on matters to Tenants & our Property Team in relation to the Repairs Service
- Have final overview of void properties and ensure they are at a satisfactory standard of repair & cleanliness.
- Upload accurate and detailed property and tenant reports to our Housing Management System. I.e. 28 days visits, book-ins, check-outs etc.
- Arrange temporary rehousing of tenants in appropriate circumstances.

Responsibility to the People we Support:

- Develop positive, respectful and compassionate relationships with the people that we support.
- Establish clear and professional boundaries with the people that we support.
- Ensuring tenants meet the obligations outlined in their lease agreement and liaise with internal (eg Right There Property team) & external (eg case work team at Glasgow City Council) service providers when services are not provided to an appropriate standard.
- Have appropriate knowledge and understanding of the issues facing homeless persons in order to signpost to correct agencies and services and support tenancy sustainment appropriately.
- Provide advice and assistance to Tenants on matters relating to all aspects of Housing Finance including Housing Benefits, Rent Arrears and Rent Accounts and refer cases to specialist officers or intervention where necessary.
- Encourage and promote tenant participation in customer satisfaction surveys.
- Identify vulnerable tenants and ensure referrals are made to appropriate services and external agencies to assist.

Main Role Responsibilities

Responsibility to the programme:

- Ensure all Housing Management functions are carried out in accordance with Right There's policy and procedures.
- Undertake a wide range of general administrative duties e.g. answering the telephone, photocopying, scanning, uploading data, filing, editing records, maintaining case notes etc
- Identify areas for service improvements and make recommendations to Manager.
- Contribute to continuous service improvements and development
- Ensure that equal opportunities are applied in the delivery of the service.

Being a part of the Right There team:

- To adhere to the Right There's commitment to health and safety, supporting attendance, equal opportunities and compliance with all relevant policies.
- Be a proactive team member actively contributing to your service working collaboratively with your colleagues across the organisation.
- Have a high standard of professional integrity with colleagues and other providers upholding clear professional boundaries at all times.
- Ability to work towards performance targets to achieve agreed result
- Participate in training and reflective practice, share your learning experiences, strive for continuous personal and professional development
- Contribute to the organisations' development and improvement with feedback on the review of organisational policies and procedures and local guidelines
- Engage with any organisational initiatives or working groups
- Always apply safeguarding principles and maintain awareness of child protection and adult protection processes.

This description is indicative of the nature and level of responsibilities associated with this job. The job holder may be required to undertake other duties and responsibilities commensurate with the grade.

Essential skills and experience



Essential Skills and Abilities

Good communication, interpersonal & team-working skills

Effective time management & work prioritisation

Competent in the use of the Microsoft Office Suite, in particular Word & Excel and ability to adapt to and use bespoke software systems

Full UK drivers' licence & use of own vehicle for business use
(Note: Employees must hold insurance that covers domestic and business use).

Experience of working to a high degree of accuracy, paying close attention to detail

A positive approach to problem solving and commitment to providing a high level of customer service.

Essential Personal Attributes

Flexible attitude and the ability to cope well with change

Able to deal with difficult situations openly and constructively

Ability & confidence to prioritise and work on your own initiative

Ability to build a rapport with tenants from a wide variety of cultures and backgrounds

Desirable skills and experience



Desirable Education & Qualifications

Evidence of continued professional development

A housing related qualification

Desirable Experience

Experience of working in a Housing environment

Experience of working in the third sector

Experience of working in partnership with others

Experience of carrying out property visits/inspections

Worked in a busy environment that involves a wide range of tasks

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 21-24 (£26,231 - £28,532 per annum)
Reporting to: Housing Team Lead

- Working hours are Monday to Friday – worked flexibly between the hours of 9.00am to 5.00pm depending on the needs of the service with one-hour unpaid break.
- Your core place of work will be Rosemount Business Park, Unit E2, 141-145 Charles Street, Glasgow, G21 2QA. The role involves lone working and travelling in your own vehicle between properties and being out in the community.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension provided you meet the auto-enrolment criteria. Deductions will be taken from your first month's salary.
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

How We Equip Our People to Thrive

Contractual Benefits

- Opportunities to work flexibly around the needs of your programme.
- Above the Real Living Wage employer and paid overtime for Programme staff who are on rota to work over Christmas and New Year.
- Jury Duty tops-up on top of your allowance to equate to full pay.
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase and sell up to 5 days).
- Contributory pension with the Peoples Pension from day one provided you meet auto-enrolment criteria. Employer and employee contributions are at 5%.
- Life insurance at 4 x your salary through YMCA Group Life Assurance Scheme.

Development and Wellbeing Benefits

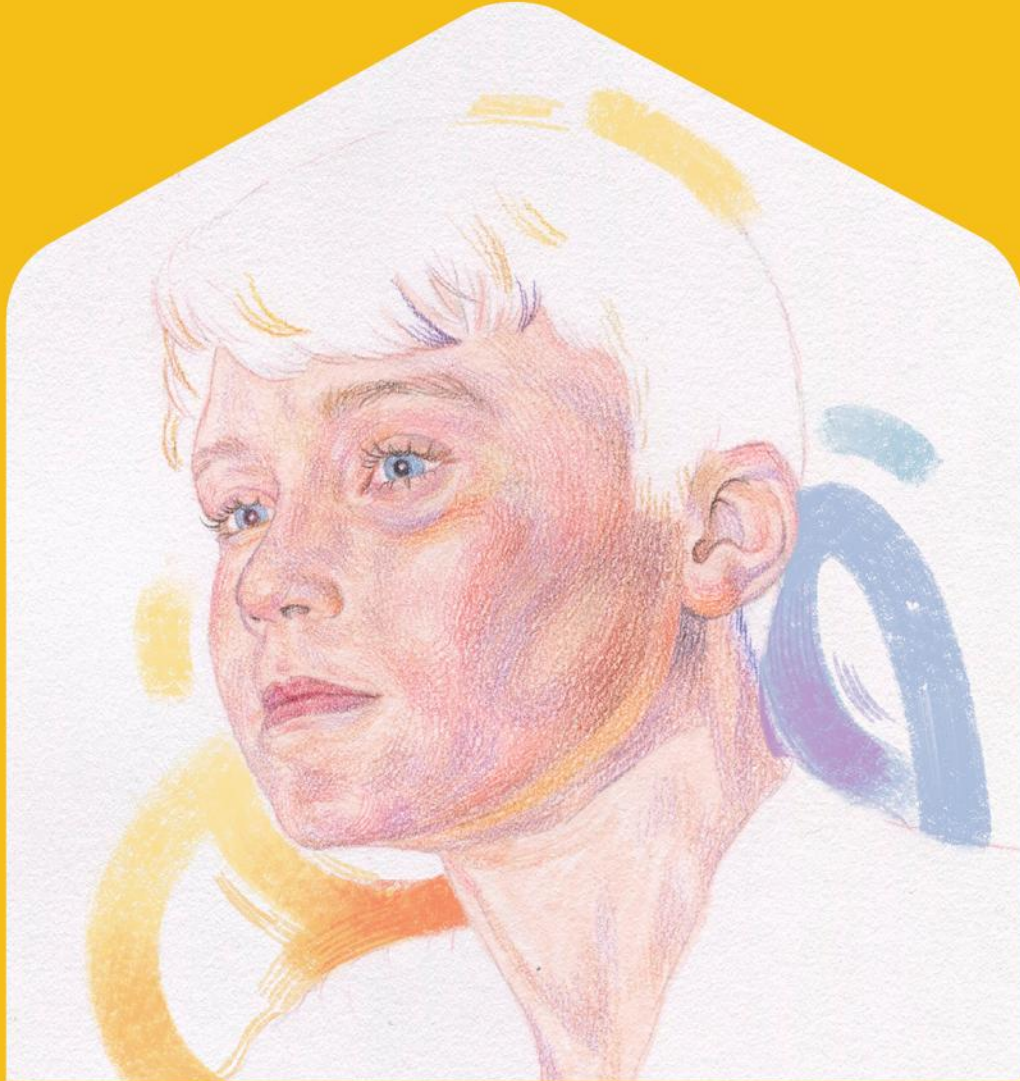
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development opportunities, such as being trained on our trauma informed [People First approach](#), and access to our annual plan of training and development relevant to your role and growth.
- For appropriate roles, funded SVQ 2, 3 and 4 qualifications.

Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 26 weeks full pay and 26 weeks half pay.
- Enhanced paternity leave of 4 weeks paid leave.
- Up to 5 paid days for compassionate leave for the loss or serious illness of a loved one.
- For those who qualify, full pay for Neonatal care leave of up to 12 weeks (inclusive of statutory neonatal care pay).
- 2 weeks full pay for Parental Bereavement Leave.

Additional Benefits

- Access to Health Shield, where you can set up a monthly payment plan to access additional wellbeing services, including GP Anytime, payment towards dental care, glasses, massages and physiotherapy.
- Cycle To Work Scheme – hop on your bike to feel healthier and save money.
- Glasgow Credit Union – join to receive offers on loans, savings and mortgages to people who live and work in the Glasgow 'G' postcode.
- Refer a Friend to come work with us and receive £100 (conditions apply)
- As a charity worker you can purchase a [Blue Light Card](#) for £4.99 for two years, offering you access to over 15,000 discounts with local, regional and national UK brands. These discounts are available online and in-store across many categories.
- [Company Shop](#) also offer discounted items to you within their stores
- Sign up for a chance to win free tickets to live events at [Concerts for Carers](#).



www.rightthere.org
hello@rightthere.org

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Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**