



## **Job Description**

**Job Title:** Assistant Manager

**Reports to** Dublin Services Manager

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### **Main purpose of the job**

- To manage the Tenancy Protection Service which works with clients at risk of becoming homeless, including those in receipt of Rent Supplement or Housing Assistance Payment and are at risk of becoming homeless
- To make suitable referrals to the Department of Employment Affairs and Social Protection for ITSP (Interim Tenancy Sustainment Protocol) for individuals, couples and families and where outside of the Protocol Article 38 applications.
- To lead and work as part of a team, to provide an efficient and effective advice and advocacy service to clients who contact the Threshold TPS with their housing problems with an emphasis on helping people to help themselves
- To contribute to the overall development of Threshold as an agency working to address the underlying causes of housing problems and homelessness

### **Principle Duties**

- Provide and ensure the provision of a high quality and effective advisory, advocacy and information service to clients of the Threshold TPS, in person, over the phone and by email
- Co-ordinate the work of Threshold TPS to provide support and guidance to staff in the delivery of the service to the public
- Ensure that all staff adhere to all administrative systems, policies and procedures
- Ensure there is sufficient staff cover for the delivery of service daily and that staff are logged on, and ensure all enquiries are dealt with in a timely fashion

- Take a hands-on role in dealing with difficult or challenging cases
- Ensure that staff accurately record details of clients and the actions taken on their behalf on Threshold's client database
- Hold regular performance Support Meetings with staff
- Generate accurate reports on service delivery including service statistics as required by the Service Manager for Threshold and statutory bodies including the Dublin Region Homeless Executive(DRHE) and Department of Employment Affairs and Social Protection
- Monitor staff leave and conduct return to work interviews in conjunction with the Services Manager
- Co-ordinate staff training and ensure staff are kept up to date on all relevant developments in the housing and advice field and related areas
- Represent Threshold at meetings, public events and deliver talks and training sessions on housing law and the work of Threshold as necessary
- Ensure that good working relationships are maintained with relevant statutory and voluntary agencies and that referrals are made as appropriate
- Provide support and assistance to clients to take cases to the Residential Tenancies Board (RTB), WRC or to make appeals to Social Welfare Appeals Office or to the Local Authorities and where appropriate provide representation

#### **Other Duties**

- To keep up-to-date with relevant legislation, policies and practice as well as other information resources and technology
- To contribute to Threshold's research and lobbying function particularly by identifying queries and cases which have wider policy implications
- To attend support/supervision, case conferences training sessions and staff meetings
- To share in administrative and domestic tasks (including updating information, filing, carrying out research and inputting data)
- To undertake outreach work where necessary
- To undertake education work and where necessary deliver training and give presentations to other groups and agencies
- To keep up-to-date and comply with all Threshold policies and procedures

- To undertake media work that may from time to time be required
  - To report to the Services Manager and undertake other tasks which they may assign from time to time
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## **MAIN TERMS AND CONDITIONS**

**Contract** – Permanent Full time

**Salary** TBA

**Hours:** The position is full time (37.5 hours per week) and while the office is open from Monday-Friday 9.00am-5.30pm the service operates from 9am to 9pm and as a result the role requires flexibility from the post holder. Likewise flexibility will be granted from the employer.

**Holidays** – 22 Days plus bank holidays

**Probation** – 6 Months

**Person Specification – Assistant Manager Tenancy Protection and Advice Service**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Experience / Knowledge</b>		
A relevant or related third level qualification e.g. law, social care, sociology, housing, social work or significant relevant work experience	✓	
Recent experience of managing staff and resources	✓	
Understanding of relevant employment Law		✓
Experience in housing and an understanding of relevant housing law	✓	
<b>Skills and Abilities</b>		
Excellent interpersonal Skills written and verbal communication skills	✓	
Excellent written and verbal communication skills	✓	
Strong problem solving skills and the ability to think creatively	✓	
Staff Supervision and resource management skills		✓
The ability to plan day to day service delivery	✓	
The ability to develop and implement policies and procedures	✓	
Experience in service monitoring and evaluation with the ability to generate accurate reports on service delivery including service statistics	✓	
Ability to represent the organization effectively to the media and third parties	✓	
Ability to work collaboratively with staff in other voluntary and statutory services	✓	
<b>Attitude</b>		
Non-judgmental and empathic approach in dealing with service users, with a commitment to securing housing rights, particularly for those at risk of homelessness	✓	
Willingness to work as part of a team but also to work independently	✓	
Flexible, with a commitment to very high standards of work, customer care and data gathering	✓	
Work in collaboration with others, Landlords, letting agents and those in voluntary and statutory bodies	✓	
Proactively create and develop working relationships with key parties	✓	