



The Good Shepherd Centre Kilkenny CLG, Church Lane, Kilkenny, R95 PP3F

Tel: 056 7722566 www.thegoodshepherdcenterkilkenny.ie

A TSO Officer role is now available in the Mental Health Tenancy Sustainment Service: Tipperary.

Job Description: Mental Health Tenancy Sustainment Officer (TSO)

Introduction to the Model

The TSO role has been initiated as a customised model of support for tenants of approved housing bodies, typically experiencing Mental Health difficulties, at risk of losing their tenancy. To engage people, conduct an assessment and make appropriate referrals to health and social services inclusive of Tusla where appropriate.

The officer will be assigned to Tipperary/Kilkenny and will provide cover to their colleague due to training and leave.

It is informed by the National and Local Housing Strategies for People with a Disability, Sharing the Vision (Dept of Health, 2020), Housing for All- A new housing plan for Ireland (Department of Housing, Local Government and Heritage, 2021) and the HSE's National Recovery Framework (HSE, 2018). Funding has been sourced from the Carlow/Kilkenny HSE Mental Health Services and the Good Shepherd Centre to employ a part time support worker (19 hours per week) and a healthcare worker/cleaner (15 hours per week) through the Grant Aid process. Secure tenancies with support are recognized as the way forward for many of those with complex needs.

The TSO Project now requires a full time candidate 39hrs per week to support tenants under the programme.

The Good Shepherd Centre in conjunction with Mental Health Service Area 5 Kilkenny and in partnership with Carlow County Council/Tipperary and Kilkenny will provide TSO support and a recovery orientated tenancy sustainment programme.

Main Roles and Responsibilities:

1. Work within the framework of the overall objectives and Policies of the Good Shepherd Centre.



The Good Shepherd Centre Kilkenny CLG, Church Lane, Kilkenny, R95 PP3F

Tel: 056 7722566 www.thegoodshepherdcenterkilkenny.ie

2. To undertake assessments and support planning (recovery focused) with clients. To assist clients address recovery goals and objectives in keeping with life skills and tenancy sustainment.
3. This contract is a specified purpose contract. Subject to ongoing Statutory Funding Support.
4. To ensure to support tenants in accessing recovery focused training, education and employment opportunities.
5. To work as part of a multi-disciplinary team and service.
6. To maintain a caseload of clients and offer clients ongoing support until cases are handed over to the appropriate support services.
7. To accompany and provide support to clients with appointments to other services, where appropriate
8. To be responsible for keeping up to date casework records, daily logs and written assessments.
9. To work in close liaison and co-operation with other teams across mental health and community-based services, in particular other Statutory and Voluntary Agencies as deemed appropriate
10. To work to the service model and standards of best practice
11. To meet regularly for supervision of work with your assigned Supervisor
12. To attend all nominated training by your line manager
13. To supervise students or volunteers as requested by assigned supervisor or senior manager.
14. To work closely with colleagues in the co-ordination and implementation of the support care plan.
15. To work a flexible roster over 5 days and occasional evenings to meet the objective of the service
16. To implement existing policies and procedures and to input into the development of new ones
17. To plan, implement and evaluate the daily activities.
18. To undertake such other duties as might be reasonably assigned from time to time in consultation with the Team Leader.
19. To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative
20. To engage with the identified service users with a view to facilitating them in defining and attaining their own housing and recovery goals, based on the 'recovery principles' of hope, control and opportunity. The worker will use a strengths-based approach in:



The Good Shepherd Centre Kilkenny CLG, Church Lane, Kilkenny, R95 PP3F

Tel: 056 7722566 www.thegoodshepherdcenterkilkenny.ie

- Conducting needs assessments, which will inform agreed care plans: This will involve identifying and agreeing how the service user would like to be supported by the

worker and a discussion about the needs and actions written into the service user's

mental health care plan/clinical file.

- To effectively liaise with local authority staff, Tusla staff and AHB staff to problem solves and ensure effective coordination of approaches and services. Developing a mutual understanding of the circumstances and responsibilities of the tenants.
- Assess risk to the individual and family. Ensuring to refer concerns to appropriate agency: Gardai, Mental Health services, Tusla and GP's.
- Assisting the service user to navigate processes required by the Local Authority/Landlord.
- Ascertaining and supporting the service users' preferences in relation to fuller

participation in their local and wider communities

- Supporting the service user in developing life skills which will foster independence and autonomy ; this may involve assistance with practical tasks
- Communicating with the service user's treating team to review their needs and/or care plan; this will involve direct contact with key MDT members who will have been named in the referral.
- Facilitating peer support of those with lived experience when appropriate
- Supporting the service user in sustaining his or her tenancy by addressing the key issues and planning for risk management when required.
- Supporting the service user to self-advocate when required or advocating on his or her behalf as agreed. S/he may be supporting the service user to engage with the approved advocacy organizations when appropriate.
- Case managing their referrals to optimize tenancy sustainment and independent living.
- Promoting the service user's safety, health and wellbeing.

The GSCK are an equal opportunities employer



The Good Shepherd Centre Kilkenny CLG, Church Lane, Kilkenny, R95 PP3F

Tel: 056 7722566 www.thegoodshepherdcenterkilkenny.ie

Essential Criteria

2 year post qualification experience in a related field Full clean driving license and access to a car

Level 7 or above in social care

Good verbal, Verbal and written skills Excellent problem solving skills