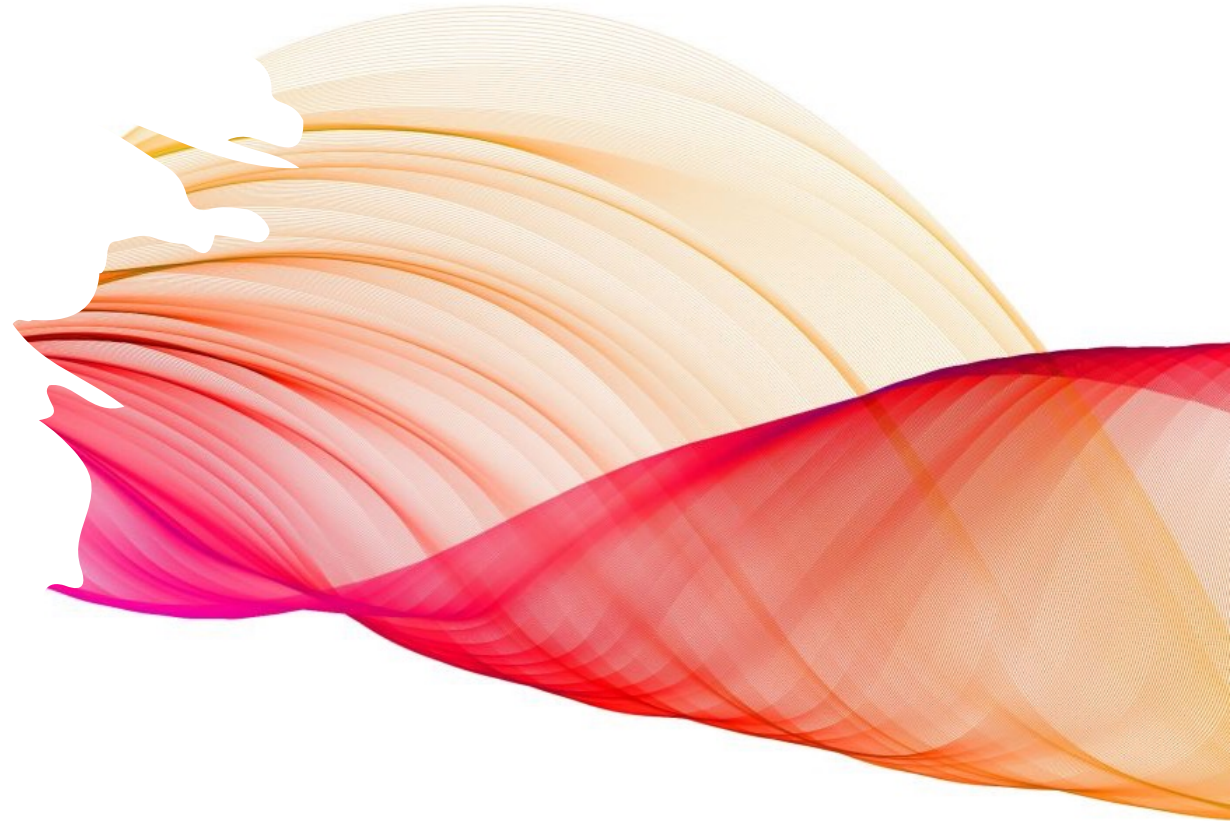


A new role, a different conversation

MARETA GREIG, HEAD OF TENANT SERVICES
FORTH HOUSING ASSOCIATION



The previous conversation

My current job role is Head of Tenant Services

I have worked in housing for 15 years from a customer service assistant through to my current role

I am a dog mum

I am a pisces

I took seriously unwell in 2017



Back To The Starting Blocks

Vulnerable and starting again

Don't forget what you already know...this isn't so different

This isn't a race, this is about taking in the view and helping your team along the way



Learning To Walk Again

This is part of the journey

One step in front of the other

You bring everything you know to the forefront and concentrate on one thing at a time

The Wig



The safety blanket

Do what gives you confidence in yourself and your team

It's only ever temporary

Noone knows something isn't quite right except you!

The Family

What is important in the moment?

What pushes you through? PEOPLE!

How do you make it all fit, without loosing focus?

It's all about balance – let me show you!



The Medical Staff



Don't fear help or new ways of "getting better"

It's best to strip everything right back and try new ways of recovery

Always remember, they are there to guide and help you

The Visitors

They never see the daily struggle

They only see you propped up waiting for visiting hour

It also makes them feel better

Little check ins go a long way



The Outpatient Appointments

Regular review

Keeping all the information relevant and up to date

Allows you to keep everyone informed and work to the same goal – being honest.

The Road to Recovery

Remember what is important.....

Your health – The health of your organisation

Your family – Your people

Your visitors – Your Tenants

The medical staff – The Scottish Housing Regulator

