

JOB DESCRIPTION

POST TITLE: Tenancy Sustainment Officer (2 year fixed term)
POST REFERENCE: H00306
DEPARTMENT: Housing Services
LOCATION: Frog Lane
RESPONSIBLE TO: Housing Options Manager
RESPONSIBLE FOR: n/a
SALARY BAND: Band G

PURPOSE OF JOB:

1. Delivering a comprehensive support package to vulnerable tenants and Rough Sleepers to enable them to establish and sustain a tenancy.
2. Develop housing options within the private rented accommodation sector.
3. To identify, develop and foster good working relationships with all agencies and organisations that are able to support clients sustain tenancies in Lichfield district.

RESPONSIBILITIES:

1. Work closely with the Housing Options Team, in order to deliver pre-tenancy training to applicants identified as requiring additional support or skills to sustain a tenancy particularly applicants with a history of rough sleeping, needing support to move away from the streets .
2. Provide a person centred support package to those in need of assistance with tenancy sustainment by, for example:
 - Undertaking a basic assessment of welfare benefit entitlement, including assistance to claim the correct benefits, and referring applicants to the Money Advisor where additional, more complex financial issues are identified.
 - Providing support with budgeting skills.
 - Assistance with completing forms and obtaining access to grants, including the setting up of a bank account.
 - Signposting applicants to organisations providing household items.
 - Acting as an informal advocate for tenants with statutory, voluntary and commercial agencies.
 - Identifying support needs and completing referrals to other services as and when required.
3. Following a referral from the Housing Options Team, respond to the needs of tenants threatened with homelessness by:
 - Establishing a comprehensive network of contacts with registered providers, private sector landlords, supported housing providers and appropriate support organisations.
 - Making appropriate connections and referrals for additional services and support.

- Arranging and facilitating multi-agency meetings with partner agencies, where necessary, to address tenancy sustainment issues.
4. Work closely with customers to support them to ensure that actions relating to tenancy sustainment, contained within the personal housing plan are completed. A flexible approach to the working week with the possibility with some late nights, early mornings and occasional weekend work
 5. Help to develop sustainable housing options in the private rented sector by:
 - Developing a comprehensive network of contacts within the private sector to include landlords, letting agents and management agencies.
 - Assisting in the development and promotion of a landlord offer.
 - Liaising with Environmental Health over issues of disrepair.
 6. To manage a small budget to assist clients to sustain their tenancy by for example attending appointments.
 7. To help prepare and mentor clients to live independently by, for example, the use of pre-tenancy training.
 8. To update the appropriate computer systems regularly, to ensure that all personal records concerning housing enquiries and homeless applications are accurate and that statistical information relating to them is maintained throughout the year.
 9. To assist in the preparation of statistics and the monitoring of performance as required by statute and the Council's own policies.
 10. Embrace and promote the values of the organisation and ensure that the highest standards of conduct and behaviour in line with Council's Code of Conduct, including maintaining awareness and taking action wherever necessary to contribute to the safeguarding of children and adults at risk.
 11. Ensure that service provision respects and reflects the needs and diversity of communities residing within the District and decisions are taken with full regard to the Council's policies on equality and diversity, whilst visibly demonstrating a commitment to the principles, aims and objectives of such.
 12. Ensure a positive and proactive approach to the management of health and safety across all areas of responsibility.
 13. Any other duties commensurate with the grade of the post.
 14. The Council reserves the right to vary the content of the job description, after consultation, to reflect the changes to the job without changing the general character of the post or level of responsibility.

CONTACTS:

Housing Options team
Revenues and Benefits team

Private Sector Housing team
Money Advisor

PERSON SPECIFICATION

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Criteria Requirement: E=Essential, D=Desirable

Method of Assessment Key: A=Application, I=Interview, T=Test.

QUALIFICATIONS/ PROFESSIONAL MEMBERSHIPS	REQUIREMENT	ASSESSMENT
Chartered Institute of Housing Membership	D	A
A housing related qualification or an NVQ in advice and guidance	D	A
KNOWLEDGE AND EXPERIENCE	REQUIREMENT	ASSESSMENT
Awareness of housing issues affecting local government and the social and private rented housing sectors including welfare reform	E	A,I
A good knowledge of services, benefits and support available to applicants experiencing housing problems	E	A,I
Must be able to demonstrate previous experience of dealing with applicants with complex needs, for example mental health combined with drug and or alcohol addiction.	E	A,I
Experience of providing an effective advice service to members of the public	E	A,I
An excellent working knowledge of the welfare benefits system.	E	A,I
Experience of carrying out interviews, investigations, negotiations	E	A,I
A good working knowledge of safeguarding issues	E	A,I
Effective team player with the ability to develop relationships with colleagues, managers, other services and organisations	E	A, I
Experience of successfully working to meet performance targets and deadlines	E	A,I
Experience of effective record keeping	E	A, I
Experience in delivery of training and one to one coaching	D	A,I,T
Able to demonstrate previous experience of partnership working	D	A,I
Basic knowledge of the housing health and safety rating system (HHSRS) or an awareness and understanding of property disrepair or decent homes standards.	D	A,I
SKILLS AND BEHAVIOURS	REQUIREMENT	ASSESSMENT

Excellent interpersonal skills including active listening, advocacy and a win-win approach with all stakeholders	E	A,I
Ability to work unsupervised, prioritise workloads and achieve targets and deadlines	E	A,I
Ability to gather information and interpret complex issues quickly, to think creatively about problems and identify solutions	E	A,I,T
Excellent communication and interpersonal skills, with the ability to motivate, negotiate, empower and influence	E	A, I
Takes responsibility and ownership of work and makes informed decisions with autonomy and confidence	E	A, I
Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances	E	A,I
IT literate and able to use computer software effectively	E	A,I
OTHER FACTORS	REQUIREMENT	ASSESSMENT
Must have a full car driving licence and access to a vehicle	E	A