

## Job Description

**Post:** Homes4Let/W4Y

Tenancy Sustainment Officer (inc Work4You Advisor)

**Responsible To:** Homes4Let Manager

### Service Unit Provision: Housing

### Purpose

#### DUTIES & RESPONSIBILITIES

1. To offer support and deliver appropriate services to vulnerable tenants to help them maintain and sustain tenancy. To assist Tenants in obtaining job/work placement opportunities to enable self-sustainment within the community

#### Key Accountabilities

- To provide effective housing management and income maximisation advice to tenants in relation to successful tenancy sustainment
- To provide practical help to support vulnerable tenants who are experiencing problems managing their tenancy to comply with the terms of their tenancy agreement
- To develop and apply a Tenancy Support Plan with the Tenants and in which to identify the steps and actions required to help the Tenant sustain the tenancy.
- To work with colleagues to deliver a proactive service in accordance with our Tenancy Sustainment Strategy
- To develop and promote new initiatives and contacts with various professional agencies as required
- To deliver one-to-one information, advice and employability support through a tailored Individual Learning Plan (ILP), which may contain the aim for the tenant to obtain qualifications, re-fresh job search skills, look at recreation opportunities along with health and welfare support.
- To enable the tenant to make the necessary arrangements to progress into further learning or employment ensuring all personal needs are covered.
- To sign post vulnerable tenants to appropriate external services
- To provide an individualised tailored wrap around service to support individuals into sustainable positive outcomes.

- To provide information and advice on a range of services and opportunities.
- To carry out initial interviews and assessments with the tenant to check eligibility for different work skills activities or work placements. Internally or externally. A tenant may already be mandated to a Government programme.
- To produce an effective monitoring system to highlight performance and review
- To arrange, manage and maintain work placement opportunities for the tenant.
- To provide a general benefits advice service to all tenants
- To support tenants when making an application for Universal Credit
- To liaise with the Department of Works and Pensions (DWP) to ensure all information required is available for the processing of a claim for Universal Credit and to arrange direct payment of Housing Costs, where appropriate
- To provide a debt counselling service, or refer to an appropriate agency, to tenants in relation to rent payments and arrears control
- To maintain contact with tenant throughout their time in an H4L property, completing an outcomes pro-forma each month, along with ensuring the tenants' ILP is kept up to date throughout their training.
- To adhere to the Customer Services team policies and procedures at local level.
- To represent the H4L's interests in all dealings with outside agencies or authorities
- To contribute to and take forward Income Management Service Improvement Plans to deliver improved performance
- To work closely with the Lettings Officers to ensure that the customer receives a seamless service.
- To deliver services in a consistent manner.
- To assist to deliver the Income Management service provided at local level and ensure that enquirers, applicants, tenants, residents, sharing owners and client agencies are dealt with professionally and courteously.
- To have knowledge and understanding of the H4L's policies and procedures and to ensure their consistent implementation at local level. To be sensitive to the policy needs of all applicants, tenants and client agency groups, which include the elderly, the disabled, people with learning difficulties and the able bodied.
- To contribute to the development and review of the H4L's policies and procedures
- To provide a high level of customer service when dealing with internal and external customers
- To provide relief cover for other staff as required
- To contribute to and further develop means of effective information and communication with colleagues and customers.
- To adhere to the H4L's Health & Safety Policy
- To carry out any other reasonable tasks as required
- To carry out the role using the core values of the organisation as guidance

## **Confidentiality**

The employee shall not either during his/her employment or at any time after its termination:

Disclose any information related to any service user or any matter related to their work at the Housing Trust to any person or persons (except to those authorised by the housing Trust to know)

Use any information for his/her own purpose or for any purposes other than those of East Boro Housing Trust

Through any failure to exercise all due care and diligence cause any unauthorised disclosure of:

Any private, confidential or secret information of the Housing Trust (including in particular lists or details or service user or tenants of the Housing Trust or applicants or relating to the working of any process of the Housing Trust) or which he/she has obtained by virtue of his/her employment.

The provisions of the above shall apply mutates mutandis in relation to the private, confidential or secret information of any of the residents of the Housing Trust, which the employee may have received or obtained during his/her employment.

All notes, memoranda, records and writing made by the employee relating to the business of the Housing Trust shall be and remain the property of the Housing Trust and shall be delivered by him/her to the Housing Trust forthwith upon request and/or upon termination of employment.

## **Notes**

East Boro reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.

## **Equal Opportunities**

The duties described in this job description must be carried out in a manner which promotes equality of opportunity; dignity and due respect for all employees and service users and comply with and promote the terms and conditions of the East Boro Housing Trust equal opportunities policy and the Single Equality and Diversity Plan.

## Data Protection

To comply with the terms and conditions of the Data Protection Act 1998 and EU Data Protection Regulation (GDPR).

**Note:** No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

### Post Holder Declaration

I agree to fulfil the duties and responsibilities to the best of my ability within the role

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

## Person Specification

### Education

- Professional qualification in housing/lettings is preferable but not essential.

### Experience

- Extensive experience in a customer focussed service, and specifically tenancy services & arrears and debt management processes and procedures.
- Job Programme Person development Skills

### Knowledge

- Relevant housing legislation and welfare benefit system and regulations.
- Knowledge of statutory and voluntary sector sustainment agencies
- Awareness of funding available from charitable organisations
- To have extensive experience of Microsoft office.
- To be able to provide weekly and monthly reports.

### Skills and Abilities

#### Essential

- Experience in delivering a targeted customer focussed service
- Ability to assess, prioritise and organise workload effectively, to work under pressure and meet deadlines
- A valid driving licence and a car available for work
- Ability to assess, prioritise and organise workload effectively, to work under pressure and meet deadlines and performance targets.
- Effective information and advisory skills.

#### Desirable

- Member of CIOH or equivalent Lettings Agency professional body
- Presentation skills
- Training/Job Search/Coaching skills

### Personal Qualities

- Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
- Delegating (appropriately designates responsibility and refers problems or activities)

to others for effective action)

- Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
- Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).
- Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).
- Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
- Listening (draws out opinions and information from others in face-to-face interaction)
- Communication (is proficient in both written and verbal communication)

## Core Competencies

- Put our customers first
- Strive for excellence
- Be accountable
- Think and act as 'one team'
- Demonstrate respect
- Achieve work/life balance