Template Job Description

LONDON BOROUGH OF TOWER HAMLETS

JOB DESCRIPTION		**Version no:1** **Date drafted/amended:1/2/16**
Post Title: **Tenancy Sustainment Officer**	**Post No.** G013000307/G013000308	**Grade:** **SO2**
Directorate: D&R	**Division: Housing Options**	**Section: Housing Management & Procurement**
Responsible to: Team Principal Bookings & Allocations **Responsible for: N/A** **DBS Required? N** **Is the post politically restricted? N** **Is a Travel Allowance Payable? N** **Does this post attract an Essential Car User Allowance? Y**		

MAIN PURPOSE OF THE JOB

1. To provide a Tenancy Sustainment service to homeless applicants that identifies threats to a tenancy and the measures necessary to preserve it.

2. To ensure excellent customer service standards are maintained for all relevant client groups and contribute to year on year improvement of those standards.

3. Ensure that all enquiries and cases are progressed speedily and efficiently and that all set targets are achieved.

4. To ensure customers receive, either directly or through referral to relevant teams/agencies, appropriate advice on their options.

5. To liaise with organisations and agencies to promote the welfare of residents.

DUTIES & RESPONSIBILITIES

1. Provide an integrated programme of support and advocacy to assist homeless households successfully sustain their tenancies.

2. Complete needs assessments taking into account views of service users and carers, developing and implementing support plans and identifying resettlement needs.

3. Work to support these households to live independently, safely and securely, preventing re-homelessness, exploring training and skill sharing opportunities

4. Work closely with other services, including Health, Social Care, Probation and Third Sector agencies to help households maintain and/or re-establish local links and Community networks, and to address behaviours that may put their tenancies at risk.

5. Foster and maintain connections with other relevant services, contributing to a co-ordinated approach on case work and wider service provision and effective ways of working together.

6. Assess training and employment support needs, providing and/or accessing training in life skills and meaningful occupation designed to assist with tenancy sustainment, including developing resource materials and good practice guides.

7. Assist households with benefits advice and advocacy, debt counselling, benefit claims and budgeting when relevant to Tenancy Sustainment.

8. Refer / sign post vulnerable households to appropriate agencies

9. To contribute to the development and delivery of relevant council plans and strategies so that targets and performance requirements are met.

10. To effectively communicate the Council's duties and policies to customers and partner organisations directly, in writing and through customer information.

11. To develop and share a comprehensive network of contacts across the public, private and voluntary sectors to improve partnership working.

12. To ensure that all contact with customers and other organisations is fully recorded and where possible confirm advice given in writing.

13. To ensure all case work is clearly and appropriately documented and record data and statistical information accurately and on time.

General Terms

- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme.
- Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
- This job description is a guide to the level and range of responsibilities you will be expected to undertake. It may be changed from time to time to reflect changing circumstances and demands. As directed, you will undertake additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.

Person Specification for the Post of Tenancy Sustainment Officer		**Essential (E) or Desirable (D) (if applicable)**	**Method of Assessment** **A= Application Form** **T= Test** **I= Interview**
Knowledge	An understanding of the duties owed to customers threatened with homelessness/actually homeless under relevant legislation	E	A/I
	An awareness of services available to customers in need of support provided by other organisations, both statutory and voluntary, including those beyond housing such as health & well-being, employment & education	E	I
	Knowledge of relevant Landlord and Tenant Legislation, Family and Immigration law; knowledge of the Children Act and Community Care Act, as they relate to the Council's duties to homeless households.	E	I
	Detailed knowledge of the Housing Benefits system and good knowledge of wider welfare benefits available to tenants and customers	E	A/I
	Knowledge of methods to engage and support hard-to-reach clients.	E	A/I
	The ability to undertake a		

	range of processes and procedures involving workflow systems and maintenance of database information	E	A/T
Qualifications & Experience	Demonstrable experience of working with vulnerable customers giving advice within a housing or similar service Good standards of literacy and numeracy Experience of working in a demanding environment with the general public Experience of managing a caseload incorporating housing-related support Experience of working with databases, Experience of working with document management and workflow systems	E E E E E D	A/I A/T A/I A/I A/T A
Leadership And Management Framework	**<u>Achieving Results</u>** Ability to bring creative solutions to problems. Self-motivated and able to work as part of a team To be able to work on own initiative, prioritise work and manage a caseload effectively and to required standards and targets	 E E E	 A/T/I I A/I

	Engaging With Others Ability to present complex issues clearly and concisely, both orally and in writing, and to develop appropriate support materials. Able to establish positive working relationships and negotiate effectively within and external to the Council; to the benefit of the customer and service A positive attitude towards customer service issues Develop the ability to cope and handle confrontational situations.	E E E E	A/I A/I I I
	Valuing Diversity Commitment to the principles and practice of equality and diversity in employment and service delivery. Ability to reflect diversity issues in their monitoring and evaluation work.	E E	A T
	Learning Effectively Committed to own learning and development. Able to share good practice and experience and learn from others. IT literate and willing to undertake further training as required.	E E E	A I A/I
Additional Requirements	Current driving licence & vehicle available for work *	D	A

although a requirement of the job an exemption to this requirement can be applied to one of these posts on the establishment;