

JOB TITLE: Tenancy Sustainment Officer

DEPARTMENT: Housing Operations and Community Safety

POST NUMBER: 1997

GRADE: 4

ACCOUNTABLE TO: Tenancy Sustainment Team Leader

LOCATION: Winchester City Council, City Offices and other locations as may be required.

Qualifications: CIH Level 3 desirable

POST OBJECTIVE:

To deliver holistic, housing-related support to tenants across tenure by using a person-centred approach. To ensure that tenants maintain their tenancies and/or accommodation and eviction is prevented.

SPECIFIC TASKS:

1. Provide holistic, housing-related support to tenants and understand both their short and longer terms needs to overcome barriers to accessing/maintaining accommodation.
2. Work in partnership with external agencies and internal teams to ensure that tenants receive support tailored to their needs.
3. To support tenants either directly or through referral to other agencies to ensure they access relevant support in respect of:
 - Budgeting and financial management
 - Life skills
 - Employment, education or training
 - Health and wellbeing
 - Accessing services
 - Domestic abuse

- Safeguarding

4. Identify and explain suitable benefits for customers to help maximise their income, including assistance with completing benefit applications and letters of appeal in accordance with the Welfare Benefits and Money Advice Policy & Procedure.
5. Record relevant performance statistics as requested for performance monitoring purposes.
6. To be aware of tenant and landlord rights and responsibilities and legislation that has to be adhered to.
7. Ensure all case file work, preventative outcomes and information necessary for government statistical returns is adequately recorded.
8. To provide advice and guidance on issues that may put a tenancy at risk such as rent arrears, anti-social behaviour and property condition. Signposting to relevant agencies where appropriate.
9. Assist with resettlement of households with a history of homelessness when they are offered a tenancy.
10. Encouraging social inclusion and meaningful use of time for those at risk of isolation.
11. Support landlords to address tenancy management issues.
12. To support officers in the wider housing team broadening their tenancy sustainment tools.
13. The ability to work remotely and support customers in their homes, to appointments etc. that are relevant to their housing situation.
14. Attend statutory and voluntary partnership group meetings to share good practice and discuss local challenges. Working with these services to deliver a partnership approach to the customer group.
15. To attend training and development sessions to keep updated on relevant issues.
16. To maintain an awareness of corporate and departmental equalities and health & safety policies and procedures and apply them to the day-to-day job requirements.

The above does not provide a comprehensive list of the duties of the post holder. In the changing environment of homelessness services, the post holder will be expected to adapt and respond to any relevant changes affecting the delivery of services.

The post holder will also be expected to undertake any other duties within the level of responsibility of the post as specified by the Service Lead for Housing & Social Inclusion.

Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer, the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Signed:.....

Dated:.....

JOB TITLE
Tenancy Sustainment Officer POST NUMBER:
1997

DEPARTMENT:
**Housing Operations and
Community Safety**
DATE: Oct 21

Requirements		Weighting	Assessment Method
Skills	Excellent written and verbal communication and negotiation skills.	3	A/I
	Excellent interpersonal skills being able to engage with professionals and customers.	3	A/I
	Ability to plan and prioritise work and respond in a flexible manner to the competing demands of the role.	3	A/I/T
	Letter/report writing skills.	3	A/I
	Computer literate to include the ability to conduct data entry and reporting mechanisms.	2	A/I
	Confident decision-making abilities.	3	I/T

Knowledge & Experience	Working within a housing/homelessness environment	2	A
	Experience of working with a range of agencies to identify the best interests for a customer and achieve positive outcomes.	3	A/I
	Understanding of the specific issues faced by vulnerable adults and families, including health, financial, housing issues.	3	I/T
	Knowledge of relevant housing, welfare reform and benefit legislation.	3	A/I
Personal Qualities	Ability to work as part of team.	3	A/I
	An ability to work in accordance with policy, procedures and legislation.	3	A/I
	Ability to manage own workload.	3	A/I
	Ability to problem solve and de-escalate potential crisis situations	3	A/I
	Innovative and enthusiastic	3	I
	Approachable and personable with the ability to build trust	3	A/I
Specific Job Requirements	Full driving license and access to a car for work purposes.	3	A
	Ability to attend meetings out of hours.	2	A
	Understanding of lone working.	2	A

	Understanding of safeguarding responsibilities.	3	A
	Competent understanding of the welfare benefits system	3	A/I
Qualifications	Educated to A level standard	2	A
	Housing related qualification	2	Q
Weighting	3 – Essential for the successful performance of the job 2 – Desirable but can be achieved through on the job training or experience 1 – Useful but not essential for successful performance of the job		

Assessment					
<i>Application Form</i>	<i>A</i>	<i>Interview</i>	<i>I</i>	<i>Tests</i>	<i>T</i>
<i>References</i>	<i>R</i>	<i>Presentation</i>	<i>P</i>	<i>Evidence of Qualifications</i>	<i>Q</i>