

## JOB PROFILE

<b>Directorate:</b>	Housing and Wellbeing
<b>Service Area:</b>	Landlord Services
<b>Job Title:</b>	Tenancy Support Officer
<b>Grade:</b>	D
<b>Post Number:</b>	Q078
<b>Base/Location:</b>	Charnwood Borough Council Offices
<b>Responsible To:</b>	Tenancy Support Team Leader
<b>Responsible For:</b>	N/A
<b>Key Relationships/ Liaison with:</b>	<ul style="list-style-type: none"> <li>• Tenants</li> <li>• Residents</li> <li>• Internal departments, particularly the Income Management Team, ASB Team, and Tenancy Management Team</li> <li>• External support agencies, both statutory and voluntary</li> </ul>

### Job Purpose

- To play a part in ensuring the Council achieves its vision and business objectives.
- To ensure that tenants, leaseholders and customers are at the heart of all services and that all staff demonstrate a commitment to the development and implementation of the Council's involvement frameworks.
- To provide effective tenancy related support to vulnerable customers to enable them to sustain their tenancies and live independently.
- To be an active participant within the Landlord Services Section, ensuring that vulnerable tenants and leaseholders receive targeted advice and assistance regarding their financial situation to enable them to reduce their rent arrears and avoid the threat of eviction
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

<b>1.</b>	<b>Key Responsibilities (Generic)</b> To support a performance management culture focused on achieving key objectives.
<b>2.</b>	To take personal responsibility for promoting a customer focused service.
<b>3.</b>	To contribute to the development of improvement plans which meet the diverse needs, requirements and aspirations of customers.
<b>4.</b>	To contribute to establishing a well-motivated and empowered team, supporting colleagues and partners showing mutual respect and understanding of each other's roles and responsibilities at all times.

5.	To act as an ambassador of Charnwood Borough Council by displaying a professional and responsible attitude at all times.
6.	To be committed and sensitive to ensuring equality of opportunity in service provision and employment practices.
7.	To support a value for money culture that delivers continuous improvement throughout the organisation.
8.	To comply with the organisation's health and safety, equality, diversity and inclusion policies.
9.	To ensure that legal, statutory and any other relevant provisions governing or affecting the Council and Services are strictly observed.
10.	<p><b><u>Key Responsibilities (Functional)</u></b></p> <p>To identify vulnerable tenants and assess individuals' support requirements at the earliest possible stages in their tenancy and co-ordinate the support required to meet their needs employing a partnership approach to ensure effective service delivery.</p>
11.	To directly support tenants with a wide range of vulnerabilities and support needs to successfully establish and sustain tenancies and live independently, through the provision of advice, help and assistance in relation to a variety of housing related issues.
12.	To provide intensive tenancy support to tenants at the point of crisis and assist in the resolution of problems such as high rent arrears, anti-social behaviour and other breaches of tenancy.
13.	To act as a point of contact for vulnerable tenants and liaise with other service areas and agencies on their behalf where necessary.
14.	To work in partnership with the tenancy and Estate Management Team , ASB Team, Housing Income, Supported Housing and Repairs teams in addressing tenants needs to achieve delivery of an effective, holistic and customer focused service.
15.	To develop and maintain effective working relationships with a range of voluntary and statutory partners.
16.	To make appropriate referrals to external tenancy support providers to ensure Tenancy Support provision is tailored to customer's individual needs.
17.	To provide money management and debt advice to vulnerable customers including the preparation of financial statements and prioritisation of debts.
18.	To undertake welfare benefit/tax credit checks where appropriate to maximise income.
19.	To liaise with external specialist agencies for the provision of debt, financial and housing advice and make appropriate referrals.
20.	Assist with the recovery of current and former tenants' rent arrears and other debts where the tenant is identified as vulnerable.
21.	To receive and action referrals from internal service areas and co-ordinate the support required to meet customers' individual requirements.
22.	To represent Charnwood Borough Council at all related case conferences and external partnership meetings.
23.	To prepare and monitor support cases, ensuring regular home visits and contacts are undertaken to achieve support objectives.
24.	To work effectively with other specialist agencies such as Social Services, Mental Health and Drug and Alcohol support agencies to ensure that any additional needs of the tenant are met and those tenants are able to access these services. This involves identifying and making appropriate referrals and liaising with other agencies to ensure support is secured and tenant needs are met.

25.	To monitor and report on the number and effectiveness of referrals to external tenancy support providers.
26.	To maintain accurate customer records of tenant vulnerability and support provision ensuring effective communication across all related teams and external partners.
27.	To effectively manage a caseload and prioritise workload to meet the demands of the service and the needs of customers.
28.	To carry out risk assessments on potential tenants and identify any potential staff or public safeguarding concerns in conjunction with other agencies and organisations.
29.	To assist the Tenancy Support Team Leader in the collection and recording of performance management information and the ongoing development of performance measurement techniques for the service.
30.	To assist the Tenancy Support Team Leader in the development of the Tenancy Support service and in the production of procedure guides and policies.
31.	To assist the Tenancy Support Team Leader in engaging and consulting with residents and stakeholders in all aspects of the tenancy support service.
32.	To be familiar with and able to provide advice and guidance with regard to safeguarding adults and children and assist with safeguarding referrals.
33.	Sustain a network of contacts to support community development initiatives.
34.	To assist the Tenancy Support Team Leader in delivering training to staff, tenants, partners and board members regarding the Tenancy Support Service.
35.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
36.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.

The nature of the work may involve the jobholder carrying out work outside of normal working hours.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10<sup>th</sup> September 2012. Therefore a **DBS enhanced check (without a barred list check) is an essential requirement.**

**Prepared by:** Tenancy Support Team Leader  
**Date:** January 2015

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	<b>Essential</b>	<b>Desirable</b>
<b><u>Qualifications</u></b>		
5 GCSEs including Maths and English at grade C or above (or equivalent).	✓	
A recognised accredited qualification in housing or housing support or in a related social science discipline.		✓
<b><u>Experience</u></b>		
Experience in delivering a high quality housing service supporting positive outcomes for vulnerable residents.	✓	
Experience in working intensively with vulnerable people within a social or supported housing setting.	✓	
Experience of working with people with mental health difficulties, substance abuse difficulties and offending history.	✓	
<b><u>Skills / Knowledge</u></b>		
Ability to make decisions, take the initiative, and work under own direction.	✓	
Excellent problem solving skills and the ability to use appropriate discretion to address complex situations.	✓	
Ability to manage a demanding case load and to plan and prioritise effectively in order to achieve targets and meet deadlines.	✓	
Basic knowledge of housing law and good housing practice.	✓	
Ability to understand, interpret and fully apply prescribed processes in line with Council policy, including the application of sound judgement and discretion where required.	✓	

	<b>Essential</b>	<b>Desirable</b>
Ability to assess housing support need and vulnerabilities and deliver targeted support.	✓	
Ability to work in partnership with external agencies to achieve positive outcomes for vulnerable households.	✓	
A good understanding and practical experience of Information Technology.	✓	
Current knowledge of Welfare Benefits.	✓	
Good written communication skills including the ability to produce concise and clear reports.	✓	
Ability to maintain accurate and comprehensive records both manually and electronically.	✓	
Good knowledge of the statutory framework in relation to safeguarding and an ability to apply this in practice and in day to day case work.	✓	
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
<b><u>Interpersonal Skills</u></b>		
Excellent interpersonal skills and a proven ability to communicate effectively at all levels both internally and with external partners.	✓	
Ability to communicate effectively with vulnerable people with complex needs, often in crisis.	✓	
<b><u>Other requirements</u></b>		
Must be flexible and be prepared to work outside normal office hours on occasion, according to the needs of the service.	✓	
Must be able to travel throughout the Borough using own transport.	✓	
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

**Prepared by:** Tenancy Support Team Leader

**Date:** January 2015