

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.

Post Title: Tenancy Support Officer

Unit/Team: Housing Services

Grade: Grade E

Service: Communities & Homes

Reports to: Lead Officer (Income & Support)

Issue Date: November 2023

PURPOSE OF THE JOB

To provide intensive support to tenants who are already living in homes provided by Rugby Borough Council who have complex needs to ensure they have a support plan that meets their needs .

To provide a tenancy support service that enables tenants with complex needs to sustain their tenancy and live independently.

To contribute as a member of the wider team in creating a positive working environment.

To work as part of a multi-agency team to ensure all efforts are made to support customers in fulfilling their individual support plans.

To ensure that customer care is maintained to the agreed standards according to the Council's purpose, aims and values.

Contribute to the delivery of a comprehensive Housing Service in accordance with the Council's policies and procedures.

Work on own initiative under the general direction of the Lead Officer.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Deliver tenancy support service in partnership with internal departments and external organisations to all customers referred to the service.
- 1.2 Develop individual support plans with customers and support them to engage and adhere to them from the start of their tenancy.
- 1.3 Work closely with the Housing Management, Customer Advice and Support Team to provide a seamless customer journey through the service as a whole.

- 1.4 Meet Best Value requirements, performance indicators, operational targets and Service action plan objectives.
- 1.5 Work with all customers accessing the service around income maximisation and money management.
- 1.6 Maintain good knowledge and understanding of the services delivered in the locality that customers are able to access.
- 1.7 Maintain a good understanding of benefits, grants and awards that customers could be eligible for.
- 1.8 Organise workloads and give guidance and support to the Tenancy Support Assistant in delivering a referral system and intensive support to tenant's in need of additional support to sustain their tenancy.
- 1.9 Work closely with all Housing Officers and Revenues Team to resolve any indebtedness owed to the Council.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Participate in working groups to contribute to the development of the team and the housing service.
- 2.2 Provide, where necessary, statistical records and data in respect of the overall performance of the team to the Housing Services Team Leader or Housing Services Manager.
- 2.3 When requested by the Housing Services Team Leader or Senior Housing Officer to maintain a diary of events to assist in legal proceedings.
- 2.4 Participate in working groups to contribute to the development of the team, the housing service and policies & procedures.
- 2.5 Carry out established procedures in connection with fire alarms/bomb alerts and emergencies. Effectively respond to incidents of fire alarms being activated in accordance with Council policy and procedure.
- 2.6 Ensure any accident to staff, tenants or visitors is reported in accordance with the Council's existing health and safety procedures.
- 2.7 Promote tenant participation wherever possible, establishing and maintaining productive links and promoting equal opportunities within the service.
- 2.8 Any other reasonable duties as requested by your line manager in line with your skills and knowledge.

- 2.9 Be aware of health and safety legislation and so far as is reasonably practical ensure compliance with the Health and Safety Act, the Council's Safety Policy and Departmental Safety Policy.

3. SUPERVISORY RESPONSIBILITIES

None

4. FINANCIAL RESPONSIBILITIES

To raise requisition orders for purchasing from internal and external sources under agreed Council procedures.

To ensure that no expenditure is made without due authorisation.

5. RESPONSIBILITY FOR ASSETS AND DATA

All assets and data as required to perform the role.

6. EXTENT OF PUBLIC CONTACT

Tenants, residents and their visitors. Residents and Tenants Groups. The Police and Social Services. Voluntary and statutory agencies. General Practitioners, Health Visitors, Mental Health Resource Centre, Occupational Therapists. Housing Associations, other local authorities, solicitors and other professional organisations. CAB, ASB4, and Mediation Services. Contractors. Other departments within the Council. Senior Officers within Housing and Environmental Services and other departments, Councillors and M.Ps.

7. WORKING CONDITIONS AND ENVIRONMENT

Flexible working hours available subject to office cover provision.

Office based, with occasional site visits that may be required.

A full current driving licence and use of a vehicle is essential for this post.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting

Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

Post: Tenancy Support Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Experience of working in housing support or related environment	E	A, I,
Understanding of the current housing issues and the local and national political and social framework within which local authority housing services operate.	E	A, I
Full or working towards full membership of the Chartered Institute of Housing or equivalent qualification.	D	A, I
Experience of dealing with the public in a variety of formats – face to face, email & telephone	E	A, I,
Ability to work independently, prioritising own workload and as part of a team, understanding the needs of teamwork	E	A, I
Ability to deal with pressurised situations in a controlled and effective manner	E	A, I
Ability to follow policies and procedures	E	A, I
Ability to maintain confidentiality and compliance to Human Rights and Data Protection legislation	E	A, I
Substantial knowledge of welfare benefits	E	A, I
Commitment to work within our CANDO values.	E	A, I
Full driving licence and use of vehicle for work purposes	E	A, D

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D

