

JOB DESCRIPTION



DIRECTORATE	Services
SERVICE	Housing and Regeneration
POST NUMBER	TBC
POST TITLE	Tenancy Sustainment Officer
POST GRADE	Local Salary Scale S5
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Housing Solutions Manager
RESPONSIBLE FOR	No supervisory responsibility
JOB PURPOSE	<p>To work with people in housing need, particularly those living in temporary accommodation, to access and sustain new accommodation in the private rented sector.</p> <p>To provide ongoing tenancy sustainment support to help minimise the risk of these individuals becoming homeless again in the future. Working closely with partners across the statutory and voluntary sector to ensure each individuals support needs are identified and addressed promptly.</p>

MAIN AREAS OF WORK	
1	To work closely with the Council's Housing Team to identify clients in housing need who would be suitable for support by the Tenancy Sustainment Officer and assess referrals for the service
2	To provide structured support to enable vulnerable tenants to understand their responsibilities and support them to develop effective strategies to manage those responsibilities
3	To complete a support plan with each individual detailing all elements of support required in order for their tenancy to be maintained, and to support them to access relevant services. The support plan must be reviewed on a regular basis
4	To casework and sustain tenancies in the private sector by offering support, advice and expert assistance to prevent homelessness, managing a small caseload of households
5	To provide a responsive and proactive service to landlords who are experiencing difficulties during the term of the tenancy, seeking sustainable resolution where possible - including resolution of benefit issues/problems
6	To carry out a risk assessment with each tenant that highlights any risks to themselves, their tenancy or others – this must be reviewed on a regular basis
7	To address additional support needs of vulnerable tenants through initial assessment and referral to, and joint work with, housing related support or social care providers, monitoring outcomes and seeking appropriate resolutions for tenancy sustainability

8	To ensure that where a tenancy cannot be sustained, alternative and suitable housing options are successfully accessed
9	To help negotiate renewal of tenancies including the negotiation of sustainable changes to rent or other terms and conditions
10	To advise landlords and tenants of their rights and obligations around all relevant tenancy issues including disrepair, validity of notices, rights of entry etc.
11	To work closely with staff in the Housing Team and to provide assistance and support as required to ensure that the essential work arising is adequately dealt with
12	To make effective use of Housing Management Information systems for the purpose of maintaining records and obtaining statistical or performance information
14	When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects
15	Co-operate with Managers in implementing the Council's Health and Safety Policy. The responsibilities of members of staff in respect of this are set out in the Council's Health and Safety Manual
16	To undertake any other duties for which the post holder is competent and which the Head of Service considers necessary for the effective and efficient delivery of the Service.

PERSON SPECIFICATION



POST TITLE	Tenancy Sustainment Officer		
DIRECTORATE	Housing and Regeneration		
SERVICE	Services		
POST GRADE	Local Salary Scale S5		
		Essential	Desirable
Qualifications			
At least five GCSEs at minimum grade C or 4 (or equivalent) including Maths and English		X	
Experience			
At least 2 years work experience in housing options, homelessness, housing support, tenancy sustainment or other equivalent experience related to private landlords or tenants.		X	
Experience of working in a multi-agency environment to achieve joined up solutions.		X	
Skills and Abilities			
Ability to communicate and negotiate effectively, in writing and orally		X	
Strong influencing, negotiating and relationship building skills		X	

Must be able to work on own initiative and as part of a busy team	X	
Excellent time management and organisational skills	X	
Ability to manage expectations and deal objectively but sympathetically with customers	X	
Good IT skills and ability to use Microsoft Office packages	X	
Ability to make comprehensive notes and compile informative reports to work cases through to conclusion, providing a clear audit trail of activities	X	
Current full clean driving licence. Must be able to provide a car for business use or make alternative arrangements for travel around the district.	X	
Training		
Willingness to undertake training where required	X	
Knowledge		
A comprehensive understanding of the barriers which prevent households on low incomes and people with multiple and complex needs accessing and sustaining privately rented accommodation.	X	
Working knowledge of Housing Benefit, Universal Credit and other welfare benefits.	X	
Working knowledge of housing law relating, in particular, to homelessness, security of tenure and the rights and duties of landlords.	X	
Knowledge of local government services		X

August 2024