

## Job Description

Job Title:	Tenancy Sustainment Officer
Job Grade:	A3
Reports to:	Housing Manager
Direct reports:	n/a
Clearance required:	DBS Clearence - Enhanced
Key stakeholders:	Head of Housing / Director of Housing

### Workplace values

The post holder will be expected to live our workplace values which are:

- **Kindness** - Be generous, caring and compassionate
- **Courage** - Be bold, trust, commit
- **Respect** - Everyone deserves dignity

### Job Purpose

To provide comprehensive housing related support to persons with a variety of vulnerabilities and complex needs to enable them to maintain their tenancy and to achieve their aspirations for independent living, alongside pragmatic and intensive housing management functions.

## Key accountabilities:

1.	Work in partnership with the Housing team and Local Authority and attend relevant meetings to ensure we are providing housing and support to the cohort most in need.
2.	Collaboratively work with other Waythrough services to ensure the provision of tailored and wrap around support is provided.
3.	Identify tenants' individual support needs, through consultation and agreement with them (where appropriate with external services), devise and implement suitable support plans to ensure that identified support needs are met.
4.	Engage and co-ordinate other services that will help provide wrap and holistic approach to fulfilling the wider needs of the tenants.
5.	Ensure that support plans are reviewed regularly to reflect the changing circumstances, needs and priorities of the tenant.
6.	Encourage and support people to live as fully and independently as possible within the local community, providing information, emotional, organisational and practical support and training as appropriate.
7.	To implement and update risk assessments as and when necessary, due to the changing needs and aspirations of tenants.
8.	Ensure that the service is compliant with all regulatory requirements. Organise and provide appropriate support for tenants ready to move on to greater independence, including support through the move and resettlement into their new home.

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9.	Liaise with and signpost to other housing, health and social care professionals, benefits, welfare and advocacy agencies as appropriate.
10.	Making referrals and signposting to availability of care, support and welfare services, supporting tenants with maintaining those contacts.
11.	Ensuring the tenant is fully aware of their tenancy conditions at start up including issuing keys, Tenant Handbook and completing the sign-up process, explaining the terms and conditions of the tenancy agreement and their security of tenure within it.
12.	Work with the Housing Officer and Housing Manager to build up networks and working relationship with external services including local authorities and other organisations and local community groups. To assist with the growth of services within this area.
13.	Assisting with Housing Benefit and other claims throughout a tenancy.
14.	Advising tenants on rent arrears and taking a proactive approach to support with addressing and debt.
15.	Work with the Housing Officer/Housing Manager to deal with anti-social behaviour issues.
16.	Deal with abandonment and related issues.
17.	Ordering and facilitation of new equipment, furniture, white goods, carpets/flooring.
18.	Maintaining accurate records on internal systems designed for such purpose

19.	Facilitating and reporting day to day repairs, including maintaining the safety and security of premises/buildings.
20.	Arranging tests/checks of the gas and electrical system/items within the accommodation. Keeping accurate records of maintenance works and liaising with internal services.
21.	Work in partnership with all key stakeholders.

22.	Assist with the continued development and growth of Waythrough.
23.	Work closely with all relevant Waythrough colleagues to ensure everyone is always kept up to date with any progress and or issues.
24.	Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required.
25.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.
26.	Keep abreast of policy and professional development within your area of professional expertise.
27.	To promote, adhere to and live our workplace values of Kindness, Courage and Respect

# Person Specification

Technical/ Professional Qualifications	Essential or Desirable
Good general education with ability to progress onto professional qualification in Housing.	E
CIH or equivalent Housing Qualification	D
Skills	Essential or Desirable
Proficient in Microsoft Office systems	E
Ability to write clear reports and make recommendations	E
Computer literate and able to access and input data into collection systems	E
Ability to deliver and support others to deliver training e.g., tenancy ready programmes, and provide advice to staff and service users	D
Good communication skills and ability to work as part of a team	E
Self-motivated, with dynamic thinking skills and ability to resolve issues	E

## Person Specification

Minimum of 2 years' experience working within Housing or Support Services	E
Full driving licence and access to a car for work	E
Ability to manage competing work demands and respond flexibly to the demands of the post	E
Ability to maintain clear professional boundaries	E

Knowledge/ Previous Experience	Essential or Desirable
Knowledge of the 'Decent Homes Standards' and the 'Housing Health and safety Rating System'	D
Understanding of how the welfare reform bill may impact upon housing choices	D
Knowledge of Choice Based Lettings / housing allocations systems	E
Knowledge of local housing providers and relevant departments/agencies and organisations	D
Awareness of housing management functions and issues e.g. allocations, repairs and maintenance, rent arrears, evictions, conflict resolutions, neighbourhood issues, shared housing	D

## Person Specification

Knowledge of the different housing options available to clients	E
Commitment to understanding of Equal Opportunities and anti-discriminatory practices	D

### Competencies

<b>Lead and Inspire</b>	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
<b>Create and Innovate</b>	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
<b>Developing Our Talent</b>	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.

<b>Impactful Communication</b>	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
<b>Delivering Results and Achieving Greatness</b>	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
<b>Service Excellence</b>	Continues to build on Waythrough's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.

## Person Specification

<b>Working Together</b>	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
<b>Safeguarding training required on start (not to be measured in the R&amp;S process)</b>  <b>Yes</b>	