



THIS IS A FIXED TERM POST FOR 12 MONTHS

JOB DESCRIPTION

POST: Tenancy Sustainment Officer (Supported Lettings)

DEPARTMENT: Housing Solutions

REPORTING TO: Professional Lead – Supported Lettings

RESPONSIBLE FOR: N/A

GRADE: 4

MAIN JOB PURPOSE:

To provide intensive support to individuals with a history of rough sleeping who have recently obtained housing, to enable them to live in a settled, healthy environment, whilst supporting them to gain independence to sustain housing long-term and prevent them returning to the streets.

The post holder will be employed by Babergh and Mid Suffolk District Councils but will also be required to work across West Suffolk.

DUTIES AND RESPONSIBILITIES:

Managing a caseload of vulnerable customers who have recently secured housing after a history of rough sleeping

Understanding the complex, multiple needs as well as strengths of those individuals; and develop trusting, non-dependent relationships to improve their confidence and motivation to progress towards independence

Motivating and enabling customers to create and progress through individual action plans sustain their new housing

Deliver detailed and comprehensive housing and benefits advice

Provide advice and support to your customers to understand the rented housing market, keeping up-to-date with Local Housing Allowance, benefit changes, and opportunities;

To conduct home visits to appropriate locations as and when is necessary to ensure you provide the appropriate level of support

To have good understanding of the issues affecting affordability of housing including accurate understanding of benefits, benefit tapers, welfare reforms (current and proposed), employment and geographical trends

To maintain a knowledge of homelessness legislation and government guidance concerning the Council's statutory duties and maintain a working knowledge of related housing, property, immigration and family legislation

To maintain accurate written and computer records, reports, and other monitoring information as required in connection with the various duties undertaken, and keep other records necessary to provide an adequate management information data base

To deliver tenancy related training to support the access and sustainment of tenancies

To make all necessary referrals to relevant services or departments, social care services and other relevant departments, and investigate high need or exceptional cases

To deal with enquiries and correspondence from clients and their advocates, including solicitors and other housing providers

To develop and maintain a positive relationship with customers, landlords, other housing providers, council officers, contractors, elected members and other agencies to ensure high quality service standards are maintained

Undertake any other duties commensurate with the level of responsibility of this post.

Additional information

- a) Does this job require a DBS check? Yes
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office.

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
NVQ Level 4 or above or equivalent knowledge gained through experience	A
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
Experience of working with a complex client group, with multiple needs and the ability to identify the most relevant support required	A, I
An understanding of welfare benefits and a detailed knowledge of the contents of the Governments Welfare Benefit Reforms 2012.	A, I
An ability to understand financial information contained on data bases and in case files.	A, I
Develop plans and solutions to assist with debt or agree support plans over weeks/months.	A, I
Knowledge of Housing Law relevant to landlord and tenant.	A, I
The ability to understand and interpret legislation and guidance and relate it to practical circumstances.	A, I
Able to use tact and diplomacy when communicating. For example: to ask questions about personal, financial and other circumstances to clarify information.	A, I
Able to negotiate or persuade customers to adopt a particular course of action which has been identified as beneficial and will assist with paying debt or sustaining a tenancy.	A, I
Able to encourage customers to respond positively when faced with issues.	A, I
An ability to communicate legislation/guidance/information to different audiences in an appropriate manner.	A, I
Able to use word, excel computer programmes to create, spreadsheets, reports and letters.	A, I
Current driving licence and access to personal transport required	A,I

SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Works co-operatively within a team and with people from other teams and services	A, I
Has a flexible approach to work and the ability to apply skills and knowledge across a range of housing specialisms.	A, I
Displays understanding, empathy and discretion towards people facing personal difficulties	A, I
Can re-prioritise own work when faced with urgent or unexpected situations	A, I
BEHAVIOURS Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people	A, I
Valuing our customers	A, I
Being open and honest	A, I
Taking ownership	A, I
Being ambitious	A, I
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A, I



Our Values
...we believe in



OUR PEOPLE



OUR CUSTOMERS



BEING OPEN and HONEST



TAKING OWNERSHIP



BEING AMBITIOUS

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

