(National Agreement)



### JOB DESCRIPTION

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**Post Title**: Tenancy Sustainment Officer

**Scale**: Band F (SCP 12 – 19)

**Post No**: DHH308

**Service**: Development

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**Responsible to**: Housing Options Lead Officer

**Responsible for**:

**Key Relationships**: Housing Options Lead Officer and Health and Housing Services Group Manager.

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| **Job Purpose**: To provide specialist tenancy related support to vulnerable people who are homeless or at risk of becoming homeless. To help vulnerable people or those with complex needs, with a history of homelessness, to live independently and remain in their own home. To deliver a Housing Options, Homeless Prevention and Tenancy Sustainment Service throughout Stafford Borough. To achieve the aims of the Housing and Homelessness Strategies. Ensure the effective delivery of all the Council’s homelessness prevention initiatives.  To contribute to the development of the Strategic Housing Service. |

**Main Duties and Responsibilities**:

* To provide an effective, customer friendly and efficient service to clients presenting with a history of homelessness and rough sleeping, developing individual support plans and working with other agencies to address multiple and complex needs.
* To advise clients on a full range of options to resolve their housing problem including intervention if threatened with homelessness, registering for social housing, private sector access schemes, relevant referrals for supported accommodation and advice on possession proceedings and mortgage repossession and welfare benefits where appropriate.
* To liaise with social and private landlords in order to agree tenancy support plans in order to enable vulnerable persons, including rough sleepers and those with a history of failed tenancies, to access and sustain suitable accommodation.
* To promote a holistic approach to housing options and homeless advice in order to provide tenancy-related support and promote a partnership approach to resolving an applicant’s housing needs and support needs.
* To promote self-help for applicants who wish to obtain generalist housing advice by signposting to relevant literature, resources or services where appropriate.
* To promote good use of social housing stock through the effective use of the Council’s Allocation Policy and Nomination Agreements with Registered Providers of Social Housing.
* To identify relevant support needs of applicants such as mental health, drug and alcohol dependency, and arranging referrals to external agencies where appropriate.
* To liaise and develop relationships with both internal and external partners to promote the delivery of necessary supports services and avoid duplication of resources.
* To acquire and maintain a working knowledge of homelessness legislation, legislation and policy impacting on the private rented sector and social housing and policy changes impacting on Welfare Benefits.
* To maintain a working knowledge of Universal Credit and the impact of Housing Cost on tenancy sustainment.
* To promote an ethos of homeless prevention in line with DCLG’s Code of Guidance for Local Authorities.
* To feedback and report on the impact of changes in relevant legislation and government policy on the local authority’s housing function through informal briefing, discussions with relevant agencies and government consultation where appropriate.
* To ensure that services are accessible to all identified customers and are of the highest quality adhering to Equality and Diversity Policies and Procedures.
* To ensure the safety of all vulnerable adults and children in line with the Council’s Policies and Procedures.
* To ensure confidentiality is maintained and data protection followed as per the Council’s Policies and Procedures.
* To seek to improve the health and wellbeing of tenants and homeowners through the provision of advice and support including referrals and signposting to partner agencies where appropriate.
* To deliver the highest standard of customer care at all times, in order to meet the Council’s values and customer care standards.
* To contribute to your own individual development through an annual personal development review and contribute to the continuous improvement of the service and organisation.
* To contribute to the development of the service and the team as required.

**Job Activities**

* To provide holistic tenancy related support to households who are rough sleeping or homeless, to access and sustain accommodation and address their other support needs as necessary. Support should be tailored to meet the needs of people with a history of repeat homelessness or rough sleeping.
* To provide specialist tenancy related support for new tenants in both the private and social housing sector to promote the wellbeing of tenants by arranging medical appointments, applying for relevant grants, increasing income and encouraging engagement with services within the Borough. Support should be tailored to meet the needs of clients with a history of repeat homelessness or rough sleeping.
* Responsible for undertaking full investigations of homeless cases, maintaining accurate records and issuing statutory notices in line with Housing Act 1996 (as amended).
* To identify, evaluate and address the housing and support needs of all applicants in order to develop a Personalised Housing Plan.
* To manage Personalised Housing Plans, with the engagement of other partners where necessary, in order to obtain a satisfactory outcome for applicants who are homeless or threatened with homelessness.
* To develop and deliver homeless prevention initiatives, both internally and with partners, including effective use of the Homeless Prevention Fund, the private sector access scheme and offer of mediation.
* To liaise with Housing Benefit and Department of Work and Pensions to provide advice and support to tenants moving into their properties or who are at threat of homelessness, including applications for Housing Benefit or Universal Credit, ensuring tenants entitlement is maximised and applying for Discretionary Housing Payment where appropriate.
* To liaise with relevant government departments with regards to benefit applications, appointments and appeals where necessary.
* To maintain and manage the Council’s Waiting List for housing and ensure accurate record keeping.
* To manage nominations to social housing providers within the Borough. To match waiting list applicants to properties that are suitable and sustainable in line with our Allocation Policy and Nominations Agreements.
* To tailor tenancy sustainment plans to support the nominations of applicants with a history of failed tenancies and homelessness.
* To take responsibility and act upon referrals from other agencies, including public bodies with respect of those who may be at risk of becoming homeless.
* To identify networks of support that can be used to assist households obtaining actions outlined in their personalised housing plans.
* Liaise with the Housing Standards Team regarding illegal evictions including informal investigation and mediation with Landlords.
* Responsible for management of our leased temporary accommodation in line with our internal policies and procedures regarding maintenance of the units, reduced void loss and income recovery. To maintain accurate records of applicants in temporary accommodation and B+B with a view to reducing cost and time spent in temporary accommodation.
* To respond appropriately to all enquires, including complaints, and maintain accurate written and computer records, reports and other monitoring information as required with the various duties undertaken and to keep other records necessary to provide an adequate information database.
* To participate in the Housing Options Out of Hours standby rota to cover our out of hours homelessness enquiries
* To assist with the implementation of specific actions and initiatives contained in the Homelessness Strategy Action Plan.
* To attend meetings, inter-agency working parties and where appropriate provide support within the Housing Group on housing related issues as directed by the Housing Options Team Leader.
* To assist with the collection and provision of information in relation to the completion and submission of housing statistical returns.
* To maintain accurate records and use this and other intelligence to inform a wider understanding of the causes and triggers of homeless and how this may be prevented going forward.
* To provide assistance to the Housing Options Team Leader, Principal Officer and Housing Group Manager in connection with housing related duties as may be required

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| Any other duties commensurate with the grade of the post, subject to any reasonable adjustments under the Equality Act 2010. |
| Postholders must comply with the Council’s Equal Opportunities and Health and Safety Policies. |
| For postholders at Grade H or equivalent or above to develop, support and promote principles of sustainability both in service delivery and in the workplace. |
| For postholders equivalent to Grade H or equivalent or above to manage risks (strategic and/or operational) as identified in appropriate service plans and assigned within the Employee Review process. |
| For postholders in a public facing role, an ability to fulfil all spoken aspects of the role with confidence through the medium of English. |
| **Safeguarding and Prevention Duties**  The Council has a moral and legal obligation to ensure a duty of care for children and adults across its services and is committed to promoting a culture which safeguards, promotes wellbeing and protects children and adults at risk.  Employees are expected to carry out their role and responsibilities with due regard to the safeguarding and protection of children and vulnerable adults, including preventing people from becoming drawn into terrorism. The Council is committed to ensuring that all employees are supported in respect of their safeguarding and prevent duties, including being able to access training and support appropriate to the position they hold. |

##### Special Conditions

* Full, valid UK driving licence and access to a vehicle.
* Appropriate business use vehicle insurance
* Willing to work outside normal office hours as necessary.

##### General

1 The above duties do not include or define all tasks which the postholder may be required to carry out.

2 To be responsible for health, safety and welfare of the staff under your control.

3 To regularly communicate with your staff on developments within the organisation and how this affects their role, and to encourage feedback and staff involvement.

4 To be responsible for the health, safety and welfare of yourself and employees you are working with.

5 To serve at any of the Council's places of employment in any post of a similar nature and responsibility, if required.

6 The above duties may involve having access to information of a confidential nature which may be covered by legislation, be commercially sensitive or relate to client information. In such circumstances confidentiality must be maintained at all times.

7 Senior and Operational Managers are responsible for the identification, prioritisation and management of business risks relating to their service, in accordance with the Council’s Risk Management Strategy.

The above Job Description is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This Job Description will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

**AGREED BY**

**POSTHOLDER: Signed**

**Dated**

**AGREED BY**

**LINE MANAGER: Signed**

**Dated**

**HEAD OF HUMAN RESOURCES: Signed**

**Dated**