



# ROLE **PROFILE**

**JOB TITLE:** Tenancy Resilience Officer  
**REPORTING TO:** Employment Support Team Manager  
**TEAM:** Employment and Enterprise

## **JOB OVERVIEW**

To support a case load of tenants to sustain their tenancies via employment and training outcomes. To engage and support a wide range of vulnerable tenants, sometimes with complex needs, to overcome barriers and improve life chances.

## **ABOUT FORHOUSING AND THIS ROLE**



**Respect**



**Trust**



**Openness**



**Passion**

With tenants at the core of everything we do our values shine through and drive our behaviour.

## **ABOUT FORHOUSING**

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

## **ABOUT THE ROLE**

You'll work to positively impact tenants and their communities by:

- Carrying out your role and adhering to ForHousing values in a way that leads to increasing levels of internal and external customer satisfaction.



# MAKE A DIFFERENCE



- Managing and monitoring a caseload of tenants, mobilising action plans and agreed outcomes to meet deadlines and targets in line with the service.
- Providing a flexible and holistic support service to tenants, and maintaining regular contact with them to continually assess their support needs, ensuring positive engagement with statutory and non-statutory services.
- Developing relationships with key partners and stakeholders to secure successful outcomes for tenants including training, work placements, and employment.
- Developing and delivering one-to-one and group interventions across the service to maximise opportunities for tenants.
- Working with tenants to identify their goals and build on their interests, helping them to increase their confidence and skills.
- Researching and supporting tenants with applying for job opportunities to helping them into employment.
- Providing on-going in-work support to tenants to create sustainable employment.
- Ensuring accurate case files are maintained for the participant journey and auditing purposes in a timely manner in accordance with service needs.
- Being a proactive member of the team; continually seeking to improve and develop your own skills and the performance of the team. Seek to improve processes, keeping value for money as a focus. Operate within and comply with our policies, procedures, and values at all times.

## WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.





- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- From time to time you may need to undertake other tasks commensurate with your role.

## Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>• Good General Standard of Education GCSE in Mathematics and English (or equivalent)</li> <li>• IAG level 3 qualification or willingness to work towards (desirable)</li> <li>• Evidence of on-going commitment to self-development</li> </ul>	AF
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>• Experience of delivering support services to participants with complex needs.</li> <li>• Experience of working within a performance management setting and meeting targets.</li> <li>• Proven experience of working with people in a support, advice, employability or housing setting including home visits, group work and interventions, and one to one based meetings.</li> <li>• Experience of working across professional boundaries in multi-agency environments in partnership with key stakeholders</li> <li>• Knowledge and understanding of the complex barriers tenants face. (Desirable)</li> <li>• Understanding of Equality of Opportunity and Health and Safety (Desirable)</li> <li>• Sound knowledge of Data-Protection (Desirable)</li> <li>• Sound Knowledge of Human Rights Law (Desirable)</li> <li>• General Homelessness Legislation (Desirable)</li> </ul>	AF/I
Skills and abilities	<ul style="list-style-type: none"> <li>• Ability to work on own initiative and problem solve with minimum supervision and prioritise workload, working to deadlines</li> <li>• Excellent organisational and time management skills</li> <li>• ICT literate</li> <li>• Excellent interpersonal skills, including the ability to motivate, listen &amp; deal with sensitive issues, Ability to negotiate and influence clients &amp; partner agencies</li> <li>• Ability to develop and maintain effective working relationships with colleagues, and outside agencies</li> </ul>	AF/I



# MAKE A DIFFERENCE



	<ul style="list-style-type: none"><li>• Able to organise and attend events/appointments as relevant to the role</li></ul>	
Personal qualities	<ul style="list-style-type: none"><li>• Ability to work as a team member</li><li>• Ability to work on own initiative</li><li>• Willingness to undertake job related training</li><li>• A flexible approach to work</li><li>• Communicate effectively with a wide range of people at all levels.</li><li>• Ability to build positive relationships with tenants and internal and external stakeholders to overcome barriers.</li><li>• Ability to use influencing and negotiating skills, understanding what works to promote positive outcomes for tenants.</li><li>• Ability to recognise and appropriately act upon safe guarding concerns.</li><li>• Willingness to Work across locations (Salford, Oldham, Knowsley)</li></ul>	I

