



# ROLE **PROFILE**

**JOB TITLE:** Tenancy Sustainment Officer

**REPORTING TO:** Accommodation Cluster Manager

**TEAM:** RSAP

## **JOB OVERVIEW**

To provide a responsive, high quality, effective, and customer focused tenancy sustainment service as directed by the manager.

To ensure tenancies managed by ForHousing are sustainable for all customers.

Providing and co-ordinating the provision of comprehensive support, assistance and information to Forhousing/Forfutures customers that meet agreed vulnerability criteria.

Effectively liaising with colleagues and partner agencies to ensure that support is in place prior to commencement or lifetime of the tenancy.

Ensure locally provided support services for vulnerable customers are promoted to increase take up.

The role will also have safeguarding monitoring responsibilities, including but not limited to: Assisting in the management of safeguarding support and systems in line with our policies and procedures, and Local Authority Guidelines.

Supporting the delivery of Safeguarding and Vulnerability Training in line with our vision and values.

## **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:

- Working with colleagues to establish and maintain current definitions of vulnerability including, but not limited to, mental and physical disability, financial capability, and age.
- Promoting and assisting with the development of alternative approaches, working to take account of vulnerable customers' individual circumstances, including the variation of existing policies and procedures.
- Working on planned customer support with an emphasis on achieving set outcomes.
- Maintaining a directory of internally and externally provided services to support vulnerable customers.
- Ensuring workable signposting and referral arrangements are in place for vulnerable customers.
- Promoting and providing the take up of sustainability services, both directly and through training others.
- Coordinating and delivering intelligence-based tenancy support visits, to enable customers to sustain a tenancy, to encourage and facilitate their independence, quality of life, social opportunities, education and health and wellbeing, using an asset-based approach.
- Keeping effective records and being effective in developing and maintaining support plans with customer/advocate agreement.
- Supporting the development of a suite of responses to ensure customers are appropriately supported during the life of their tenancy and ensuring that records are appropriately detailed to ensure tailored services can be delivered.
- Actively working alongside other internal and external services/departments to ensure customers referred to the service are provided with holistic, multi-disciplinary support packages that aim to ensure the future success of their tenancy.
- Supporting the Wellbeing Service in providing training sessions for internal staff and contributing to the development of service policies and procedures.
- Ensuring customers have equal access to opportunities available to other customers such as right to consultation and representation of customer groups.

# MAKE A DIFFERENCE



- Working with Homelessness Prevention agencies directly in cases where vulnerable customers could risk the loss of their tenancies, ensuring that all options are explored, and all relevant information is available on request.
- Acting as an internal point of contact to staff within the organisation regarding safeguarding queries and concerns.
- Keeping up to date with safeguarding legislation and best practice.

## 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
- All colleagues are responsible for ensuring that the data that we hold about customers, properties, and any other relevant services in corporate systems is collected, regularly checked for accuracy, and used for the purposes stated. Accurate, good quality data is critical to providing person-centred customer service. This also includes recording all customer and property interactions
- We all have a responsibility to escalate safety or any other concerns and share those raised to us by tenant, stakeholders, or other colleagues. Managers and leaders must take seriously and act appropriately on any concerns raised to them
- 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 <small>(All criteria are essential unless defined as desirable)</small>	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>• Good level of education (e.g. to GCSE standard or equivalent in Maths and English)</li> <li>• Good written and verbal communication skills</li> <li>• Health or counselling related qualifications (Desirable)</li> <li>• Housing related qualification – CIH accredited (Desirable)</li> </ul>	AF/QC  AF AF/QC AF/QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>• Evidence of working in a housing environment, particularly in respect of providing customer related housing support</li> <li>• Experiencing of working with vulnerable customers and an understanding of safeguarding responsibilities</li> <li>• IT Literate - Proficient in the use of the main Microsoft packages such as Word, Excel and Outlook</li> <li>• Understanding of current housing and benefit issues</li> <li>• High level of communication skills</li> <li>• Able to work with demanding deadlines and manage resources under the guidance of the Wellbeing Supervisor</li> <li>• Experience of liaising and working in partnership with a range of voluntary, statutory and partner agencies</li> <li>• Able to make sound judgements in relation to customer support with the information available</li> <li>• Experience of operating a computerised data base system (Desirable)</li> </ul>	AF/I  AF/I  AF/T  AF/I AF/I AF/I  AF/I  AF/I  AF/I
Skills and abilities	<ul style="list-style-type: none"> <li>• Evidence of accuracy and attention to detail</li> <li>• Ability to use initiative</li> <li>• Possess the ability to liaise effectively with a vulnerable client base and to use appropriate language to ensure needs are met and appropriately managed.</li> <li>• Strong evidence of customer focus</li> <li>• Excellent networking skills and ability to work in partnership with a range of agencies</li> </ul>	AF/I AF/I AF/I /T  AF/I/T AF/I
Personal qualities	<ul style="list-style-type: none"> <li>• Able to work in a person-centred way</li> <li>• A strong commitment to high quality customer service</li> <li>• Able to adapt positively to change and adopt a flexible approach to the requirements of the job</li> <li>• To be able to handle conflict and deal with challenging behaviour and situations remaining focussed on attaining resolutions</li> </ul>	AF/I AF/I/T AF/I  AF/I  AF/I





# MAKE A DIFFERENCE

	<ul style="list-style-type: none"><li>• Able to show empathy with, and understanding of, the needs of vulnerable customers</li></ul>	
Other	<ul style="list-style-type: none"><li>• Hold a current valid driving licence and have a car available for work at all times</li><li>• Satisfactory DBS check.</li><li>• Flexible approach to work, willingness to work occasional out of office hours on a planned basis to support the needs of a customer or the service.</li></ul>	AF DBS Check AF/I

