

## **BROXTOWE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

<b>Directorate:</b>	Chief Executive
<b>Division:</b>	Housing
<b>Post No. &amp; Job Title:</b>	Tenancy Sustainment Officer
<b>Grade:</b>	Grade 7
<b>Responsible to:</b>	Tenancy Services Team Leader
<b>Responsible for:</b>	No Staff Responsibility
<b>Main purpose of the job</b>	Delivering a comprehensive support package to vulnerable tenants to enable them to establish and sustain a tenancy

### **Main Duties and Responsibilities:**

1. To provide support and advice to tenants in order for them to sustain a tenancy. Develop and maintain a high level of personal contact with tenants to maximise engagement and minimise breaches of tenancy. Provide a caring, responsive and customer focused service having regard to the company's procedures and any relevant legislation.
2. Maintain an effective appointment system for visiting tenants and other service users in their own homes in response to referrals for other departments, enquiries and requests for service.
3. Provide comprehensive support and advice to tenants, identify support needs and any gaps in service provision, carry out initial assessments of a tenants needs and agree support plans which are person centered and focus on achieving positive outcomes.
4. Assist tenants to complete forms and obtaining access to grants, acting as an advocate for tenants with statutory, voluntary and commercial agencies and signpost to other support services if required.
5. To develop a comprehensive network of contacts with all relevant agencies, including Housing Benefits, Welfare, Health, Employment & Training and other support organisations and professionals.
6. Identify and provide support to vulnerable tenants, liaising with and making appropriate referrals internally and externally to assist tenants to sustain their tenancy.

7. Ensuring referrals are made and coordinated to other statutory agencies where appropriate so vulnerable people are supported, services are accessed or agencies are aware of matters of concern.
8. Provide advice and support to colleagues whilst promoting the service within and outside of the organisation on all aspects of the service provided by the Tenancy Sustainment Officer.
9. To proactively find workable solutions to tenancy sustainment issues as they arise, working with other agencies, teams or departments to achieve them.
10. Keep accurate case records for each referral including signposting to other organisations; make referrals and signpost to partner agencies ensuring an effective working relationship is developed; attend multi-agency meetings in liaison with the senior housing management advisor.
11. Ensure tenants maximise their income and deal with benefits and budgeting problems by providing basic budgeting advice and making referrals to the Financial Inclusion Service as required.
12. Ensure tenants understand and adhere to their tenancy agreements and deal with problems relating to tenure, including the prevention and recovery of rent arrears, property condition etc.
13. Enable tenants to build links with the local community and access to local facilities and resources including leisure, education and training opportunities.
14. Establish constructive relationships of trust with tenants, encouraging and supporting them to pursue realistic options and to make changes of lifestyle which may be necessary to achieve positive outcomes.
15. Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent housing services, which deliver value for money.
16. Keep accurate case records for each referral including signposting to other organisations to assist performance monitoring of impact to service and ensure actions are recorded on the Councils ICT systems.
17. Attend regular tenant and resident meetings as required.
18. Report any repairs, maintenance, health & safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are identified during day to day activities.
19. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager, Head of Service or Chief Executive.

### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

### **SPECIAL CONDITIONS**

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

**RESTRICTIONS**

This is not a politically restricted post.

**NOTE**

The above job description sets out the main responsibilities of H42– Tenancy Sustainment Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.