

EKAYA HOUSING ASSOCIATION LIMITED SHIAN HOUSING ASSOCIATION LTD HORNSEY HOUSING TRUST LTD INNISFREE HOUSING ASSOCIATION LTD

JOB DESCRIPTION

Job Title:	Tenancy Sustainment Officer
Business Area:	Operations
Contract Term:	One Year FTC with option to extend
Reports to:	Head of Operations

Purpose Statement:

The Tenancy Sustainment Officer position has been created through the collaboration of four housing associations; Ekaya Housing Association, Shian Housing Association, Lambeth & Southwark Housing Association and Hornsey Housing Trust the member housing associations). Our aim, though creating this role, is to provide a dedicated, specialise service that provides additional support to residents to enable them to sustain their tenancies for their benefit and the benefit of the member housing associations.

The key objectives of this role are:

- To provide a dedicated mainly Welfare Benefit and debts management related support service to residents of the member housing associations to enable residents to successfully maintain and sustain their tenancies
- To work in partnership with member housing association staff teams, local authorities, DWP, health services and other stake holders to maximise the impact of your work for the benefit of residents
- To keep accurate records of support provided and provide timely management reports to member landlords so that they can see the impact the role is having
- Assisting tenants and residents in digital inclusion and empowerment

Principal Accountabilities:

1. Provide a dedicated tenancy sustainment to a caseload of residents identified as needing additional support to maintain and sustain their tenancies.
2. Keep accurate records of support provided, taking care to keep separate records for member housing associations.
3. Liaise with housing staff, local authorities, health authorities, DWP, other agencies and stakeholders as needed to maximise the support provided to residents
4. Where needed and with the residents' permission, act as an advocate for residents, including supporting residents through appeals processes and raising complaints.

5. Provide advice and support to residents to help them understand their rights and responsibilities to help them maintain their tenancies and raise with member landlords and specific needs that may need to be provided to assist with this
6. Use a coaching and mentoring approach when working with residents on how to bring about change to maintain their tenancies
7. Maintain a working knowledge of practical tenancy sustainment such as energy saving, maximising income, general management of a home, which includes managing hoarding and general repair problems brought about by lifestyle
8. Have an up to date knowledge and understanding of Welfare and Disability Benefits to support residents to maximise their incomes and claim all they are entitled to
9. Develop a network of support agencies including voluntary, community and faith organisations that can help support your work. Your commitment and enthusiasm will enable you to build on and make new relationships locally that will assist residents and enhance the reputation of the member housing associations.
10. Support and encourage resident involvement for service improvements and initiate involvement opportunities locally
11. In the undertaking of all duties to adhere and demonstrate commitment to member landlord Equal Opportunities Policies
12. To undertake any other duties commensurate with the post as agreed with the Head of Operations

Role Dimensions:

Financial:

- None

Staff:

- None

Other:

- Work closely with managers and peers to ensure consistency and a joined up approach, as well as constant focus on knowledge sharing and continuous improvement
- Use of a car for work purposes and full driving licence

This job description describes the current duties and responsibilities of the post. No job description can be entirely comprehensive and the post holder will be expected to carry out such duties as may be required from time to time and are broadly consistent with the job description. The job description will be subject to periodic review in the light of experience.

Signed: _____
(Post-holder)

Date: _____

Signed: _____
(Human Resources)

Date: _____

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PERSON SPECIFICATION

Knowledge, Skills & Experience:

The knowledge, skills, experience and behaviours required for this post are detailed below. Your application will be shortlisted for interview from the criteria in this section. It is recommended that you provide examples of how you meet these criteria.

Essential:

1. Previous experience of working as a tenancy sustainment officer for a housing association or local authority, or very similar role
2. Effective time management and organisational skills, well organised and able to work using own initiative to determine priorities to meet deadlines
3. Sound and up to date knowledge of the key issues affecting social housing residents including:
 - Welfare Benefits
 - Disability Benefits
 - Rent Arrears
 - Fuel Poverty
 - Budgeting
 - Health and wellbeing
 - Mental health issues including hoarding
 - Managing a tenancy
4. Ability to work in a friendly and approachable manner to build trust and confidence with residents
5. Able to work on own initiative to manage a caseload and liaise across housing association teams and with external organisations to achieve positive outcomes for residents
6. Able to build rapport with internal and external stakeholders, to maximise the impact of your work
7. Experience managing relationships with internal and external stakeholders
8. Knowledge of and the ability to apply the practical application of coaching and mentoring skills to your role
9. Excellent communication skills (both written and verbal) with a proven ability to influence peers, stakeholders and customers
10. A demonstrable commitment to customer service and making sure the residents' voice is heard

11. Ability to work accurately and to time and tight deadlines and to prioritise work tasks appropriately
12. Excellent IT skills and the ability to use IT to write and produce reports and communicate with residents, peers and stakeholders
13. Clear understanding of and ability to demonstrate knowledge and application of professional boundaries
14. Clear understanding of health and safety as it applies to the role, including lone working
15. Knowledge of Data Protection and the safety and security of residents' personal information as it applies to the role
16. A full UK driving licence and use of own car for work or able to use public transport to safely attend meetings with residents in their homes and attend meetings with stakeholders and agencies as needed

Desirable:

1. Significant previous experience and training in a TSO or similar role