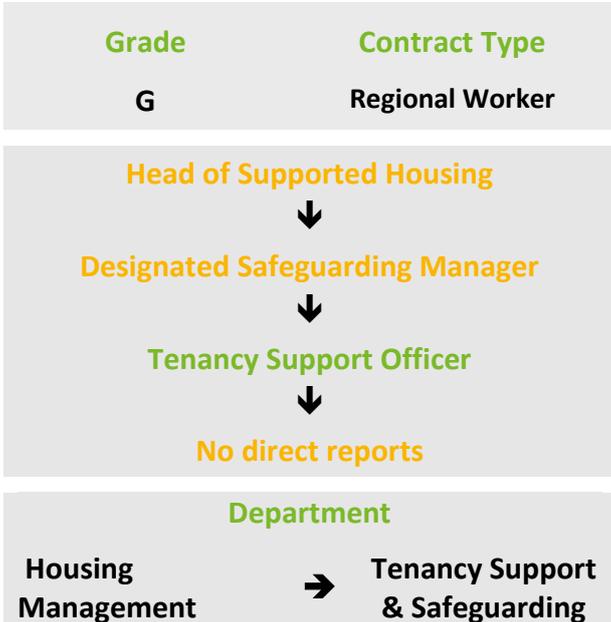


Tenancy Support Officer



Role Overview

Provide an effective customer focused tenancy support service, within a defined geographical region within Your Housing Group, delivering pro-active solutions to enable new and existing customers to sustain their tenancy.

Subject to Basic Disclosure & Barring Service (DBS) Check.

RESPONSIBILITIES

- Ensure a risk-based approach to allocations based on customer’s needs, including an agreed support plan, property viewings, face to face tenancy sign ups and regular visits following the commencement of the tenancy.
- Providing support to customers in the first few weeks of their tenancy including, setting up a home, benefits / applications advice, low level priority debt advice, sourcing furniture, support to set up utility bills and payment plans, through to referrals.
- Point of contact for referrals from internal teams, to agree appropriate levels of support and early intervention for existing customers. Particularly those with complex issues, e.g. hoarding tendencies, fleeing domestic violence/abuse and customers with mental health problems.
- Assessment of need for accepted referrals, produce agreed support plan with customer and key internal / external stakeholders.
- Work with statutory and voluntary agencies, ensuring the best outcomes for customers.
- Adhere to Safeguarding policy and procedure, referring customers at risk to relevant / appropriate agencies/Local Authority (LA).
- Manage referrals of safeguarding from across the Group, undertaking triage / assessments.
- Signpost low level cases to relevant statutory agencies, taking action to mitigate escalation, supporting Tenancy Enforcement Officers with serious breaches of tenancy, that significantly impact our customers and the Group.

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Through our passion for housing, more people have a safe place to call home

- Support delivery of an effective and efficient repairs service, supporting access, and contribute to a reduction in repairs costs.
- Support delivery of an effective and efficient Income Collection service.
- Effectively manage risk, identify and report any issues/breaches regarding Health & Safety, actively promote a safe working environment.
- Represent the Group at appropriate meetings where there is a direct business benefit to the Group.
- Undertake a flexible and proactive approach to establish and maintain contact with residents, due to their circumstances.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Strong interpersonal communication skills
- ✓ Proficient in the use of IT systems
- ✓ Problem solving skills
- ✓ Proven planning, co-ordinating and organisational skills
- ✓ Ability to be effective in a quickly changing environment

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of Housing legislation and tenancy/housing management best practice
- ✓ Good knowledge of best practice in safeguarding adults and safeguarding children
- ✓ Experience of compliance management, health, safety and risk
- ✓ Experience of dealing with complex client groups
- ✓ Good understanding of vulnerable customers' needs in a social housing context
- ✓ An understanding of landlord/tenant/support – care providers and managing agency relationships and responsibilities
- ✓ Experience of working with external stakeholders to provide tenancy support services
- ✓ GCSE Maths and English (or equivalent)

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of own vehicle
- ✓ Advanced understanding of legislation relevant to safeguarding, information sharing, information governance and confidentiality
- ✓ Experience of completing tenancy support plans
- ✓ Experience of providing tenancy support services within a housing environment

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