

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Tenancy Support Officer	Designated Safeguarding Manger	Housing and Customer Services	Supported Housing	G

Job Purpose: 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.	Competencies: <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
--	---

Key Responsibilities:

1. 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.
2. 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.
3. 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, eg hoarding tendencies, fleeing domestic violence/abuse and customers with mental health problems.
4. Assessment of need for accepted referrals, produce agreed support plan with customer and key internal / external stakeholders.
5. Work with statutory and voluntary agencies, ensuring the best outcomes for customers.
6. Adhere to Safeguarding policy and procedure, referring customers at risk to relevant / appropriate agencies/Local Authority (LA).
7. Manage referrals of safeguarding from across the Group, undertaking triage / assessments.
8. 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.
9. Support delivery of an effective and efficient repairs service, supporting access, and contribute to a reduction in repairs costs.
10. Support delivery of an effective and efficient Income Collection service.
11. Effectively manage risk, identify and report any issues/breaches regarding Health & Safety, actively promote a safe working environment.
12. Represent the Group at appropriate meetings where there is a direct business benefit to the Group.
13. Undertake a flexible and proactive approach to establish and maintain contact with residents, due to their circumstances.
14. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of Housing legislation and tenancy/housing management best practice • Good understanding of vulnerable customers needs in a social housing context. • Good knowledge of best practice in safeguarding adults and safeguarding children • Understanding of landlord/tenant/support – care providers and managing agency relationships and responsibilities 	<ul style="list-style-type: none"> • Advanced understanding of legislation relevant to safeguarding, information sharing, information governance and confidentiality
Skills	<ul style="list-style-type: none"> • Proven planning, co-ordinating and organisational skills • Proficient in the use of IT systems • Strong interpersonal communication skills • Problem solving skills • Ability to be effective in a quickly changing environment 	
Experience	<ul style="list-style-type: none"> • Experience of compliance management, health, safety and risk • Experience of dealing with complex client groups • Experience of working with external stakeholders to provide tenancy support services 	<ul style="list-style-type: none"> • Experience of providing tenancy support services within a housing environment • Experience of completing tenancy support plans

	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none">GCSE Maths and English (or equivalent)	<ul style="list-style-type: none">Full UK Driving Licence and access to own vehicle
People Management Responsibility?	No line management responsibility	
Budgetary Responsibility?	No budgetary responsibility	
Key Relationships (internal/external)	All colleagues within the Group. Residents, Local Authority departments, Voluntary Agencies, Police, Housing Benefit, Elected Members, Community Leaders, Other Registered Providers	
Safeguarding of Children Young people and Vulnerable Adults Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.		
Key Role Performance Indicators <ol style="list-style-type: none">Reduction in tenancy failure within first 12 monthsImproved tenant engagement and increased customer satisfaction100% of face to face viewings / tenancy sign up of identified applicantsWhere a tenancy support need has been identified - 100% of tenancy support plans to be in place prior to tenancy commencementCustomer identified through the risk-based approach receiving a home visit within the first week of their tenancyAll referrals for existing customers are actioned and agreed action plans are introduced and updated in a timely mannerReferrals to other agencies are made appropriately and in a timely mannerAll workflows actioned accordingly and within 72 working hours.		
Date Role Profile Created/Updated:	February 2021	