

## Harlow Council Job Description

**Job Title:** Tenancy Support Officer **Post Number:** HM0020

**Grade:** 11 **Date:** December 2018

**Service:** Housing Management

**Location:** Civic Centre

**Responsible to:** Housing Team Leader - People

### Job Purpose:

The Council is committed to the highest level of customer care and service delivery, the post holder will work as part of the Housing Management Team and be directly responsible for supporting and assisting the Council's most vulnerable tenants in managing and sustaining their tenancies, by identifying appropriate interventions and solutions, and assist in their implementation. To work in accordance with the Council's agreed policies, procedures and working practices. Assist in the delivery of a first class Housing Service that ensures both customer focus and delivers value for money.

- 1.0** To work alongside the people/property housing teams to assist and provide support, advice and assistance to vulnerable tenants. The post holder will be the point of contact for both tenants and agencies alike whilst ensuring that the tenant is given support and assistance in making their tenancies sustainable.
- 2.0** To work closely in partnership with other departments and agencies in connection with the service, allowing the service to have a joined up approach.
- 3.0** Produce and present reports to inform, update and make recommendations for appropriate action, to ensure the effective delivery of the Housing Management Service in relation to their involvement with vulnerable residents, safeguarding, Domestic Violence and other areas that ensure tenancies are sustained.
- 4.0** Communicating and presenting complex information both internally and externally.
- 5.0** To assist in the delivery of the team plan.
- 6.0** To undertake any other duties as reasonably required.
- 7.0** Statement of Health and Safety.

## **Breakdown of tasks:**

- 1.0 To work alongside the people/property housing teams to assist and provide support, advice and assistance to vulnerable tenants. The post holder will be the point of contact for both tenants and agencies alike whilst ensuring that the tenant is given support and assistance in making their tenancies sustainable.**
- 1.1 To be the first point of contact for vulnerable tenants and to work closely with individuals on a one to one basis giving advice, support and assistance in all areas of the tenancy management, whilst maintaining links with other Officers in the housing management team. Responsibilities will include ensuring income maximisation, advice on welfare benefits, involvement with safeguarding vulnerable adults, domestic violence, hoarding, liaising with voluntary and statutory bodies in all cases of vulnerability and ensuring at all times that support is given to both new and existing tenants as required.
- 1.2 To maintain up-to-date knowledge on changes in legislation in respect of safeguarding, vulnerable adults and Welfare Reform Legislation, including changes in timescales and future developments.
- 1.3 To actively seek and promote services available for vulnerable tenants by improving and developing relationships with both internal and external agencies.
- 1.4 To arrange and facilitate multi agency meetings, case conferences as and when required ensuring continuity if care and support for tenants.
- 1.5 To discuss with the Housing Team Leaders and team members as appropriate any unusual, complex or sensitive cases at an early stage, ensuring that all vulnerable tenants are given access to support and help at all times.
- 1.6 To ensure that comprehensive, up-to-date, clear written notes and documentation are provided on all cases, notes should be easily accessible and where appropriate electronic records should be updated as necessary.
- 1.7 To adopt a flexible approach to both covering and assisting the work of other team members during periods of absence and demonstrate a commitment to team working.
- 1.8 To work closely with individual tenants and both internal and external services and agencies to minimise the need for legal action against breaches of the Council's conditions of tenancy.
- 1.9 To maintain up-to-date statistical information as required.
- 1.10 To assist with the training of new staff.
- 2.0 To work closely in partnership with other departments and agencies in connection with the service, allowing the service to have a joined up approach.**
- 2.1 To promote, design, publicise and deliver support and advice offered to vulnerable tenants in managing and maintaining their tenancy and conditions.
- 2.2 To work closely with other departments and agencies to ensure a "Joined up" approach to the service is achieved.
- 2.3 To attend court, case conferences, panels and other meetings in connection with the service and present relevant up-to-date information so that informed decisions may be taken to resolve the situation.

**3.0 Produce and present reports to inform, update and make recommendations for appropriate action, to ensure the effective delivery of the Housing Management Service in relation to their involvement with vulnerable residents, safeguarding, Domestic Violence and other areas that ensure tenancies are sustained.**

- 3.1 To liaise and develop systems with a variety of agencies and service providers to promote benefit take up and support and assistance tenants with what the Council can offer, especially with hard to reach and vulnerable groups.
- 3.2 To provide support to other team members in respect to tenants managing and sustaining their tenancies.

**4.0 Communicating and presenting complex information both internally and externally.**

- 4.1 To lead on and develop partnerships with key stakeholders to ensure an effective signposting of services.
- 4.2 To develop positive internal and external stakeholder relationships that result in positive outcomes for tenants.

**5.0 To assist in the delivery of the team plan.**

- 5.1 To contribute to discussions about the formation of the team plan.
- 5.2 To assist in the delivery of the team plan.
- 5.3 To adhere to individual and team targets identified through team plans and personal performance plans.

**6.0 To undertake any other duties as reasonably required.**

- 6.1 To undertake associated activities to facilitate the effective performance of the duties of this post.
- 6.2 To make recommendations for the continued improvement of standard procedures and standard letters in consultation with colleagues.
- 6.3 All employees should show a commitment to safeguarding children, young people and adults with care and support needs.
- 6.4 To undertake other duties commensurate with the grade, skills, knowledge and experience of the post holder.

**7.0 Statement of Health and Safety.**

- 7.1 Harlow Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work etc. Act 1974.
- 7.2
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
  - To co-operate with Harlow Council in order to enable statutory requirements to be implemented.
  - Not to intentionally interfere with or misuse anything provided in the interests of health and safety.