



## **Job Description and Person Specification**

### **Job details**

Job title: Senior Officer – Tenancy Support

Grade: Band 6

Reports to: Accommodation Services Team Leader

Responsible for: Tenancy Support Workers x7

Directorate and Service area: Adults, Health Partnerships and Housing

### **Purpose of the job**

Working within the Accommodation Service to manage the Council's Tenancy Support Team ensuring that a high level of tenancy support is provided to single homeless people in temporary accommodation, those supported under the Housing Support Grant and residents living in the Council's Never Give Up supported accommodation project. Ensure that accommodation procured for the Never Give Up project is managed robustly, complies with relevant health and safety requirements, and opportunities for income collection are maximised.

Provide effective supervision and manage the performance of a team of Tenancy Support Workers. Work with other Senior Officers in the Accommodation Service to ensure robust, consistent and joined up support services are provided to single homeless people and former rough sleepers that focus on placement sustainment to prevent repeat homelessness and rough sleeping.

Work in partnership with a range of statutory and voluntary sector partners to deliver a holistic multi-disciplinary package of specialist housing and related support services to residents.

Work with the Accommodation Services Team Leader to identify areas for service improvement, enhancement and best practise with the overall aim of placement sustainment, prevention of homelessness and rough sleeping, and reducing the cost and use of temporary accommodation.

This role will be based across North Northamptonshire.

### **Principal responsibilities**

1. Responsible for the operational day to day line management, supervision and performance of the Tenancy Support Workers. Provide advice, guidance, support, and training to the Tenancy Support Workers to enable them to deliver effective and high-quality support services.
2. Lead and co-ordinate meetings with drug and alcohol partners and agencies as part of the Housing Support Grant ensuring there are regular case reviews and communication to ensure single homeless people with drug and alcohol support needs are being provided with high-quality support. Keep a detailed record of positive outcomes that are achieved as

part of the Housing Support Grant.

3. Keep detailed records of expenditure relating to the Housing Support Grant, assist in the monitoring of expenditure across the Tenancy Support Team and ensure that opportunities for income collection are maximised across the Accommodation Service.
4. Ensure that Tenancy Support Workers complete detailed risk assessments and support plans for all residents, encourage single people to access help and advice (support and treatment) in relation to their personal support needs, promote placement sustainment and record all conversations, support and interventions on the Council's case management systems/relevant records.
5. Ensure that the Tenancy Support Workers complete regular visits to single people living in temporary accommodation, reporting and addressing any issues promptly and achieve move on in accordance with service timescales.
6. Deliver tenancy support to a small number of single homeless people with high and multiple-complex needs.
7. Work with the Senior Officer – Temporary Accommodation to ensure all single people in temporary accommodation are assessed and provided with relevant tenancy support throughout their time in their accommodation placement.
8. Work in close partnership with key organisations and services to safeguard and meet the needs of vulnerable people in temporary accommodation by raising any safeguarding concerns, leading and organising professionals' meetings where required.
9. Assist the Accommodation Services Team Leader, and work with colleagues across the Housing Solutions Service, to review service delivery, aiming for continued improvement, and to develop working practises, protocols, partnership and data sharing agreements etc with key organisations and services.
10. Work closely with and provide cover for the other two Senior Officers within the Accommodation Service as required and deputise for the Accommodation Services Team Leader including chairing team meetings and allocating actions for the team along with undertaking any other reasonable duties relating to the role as requested.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils committment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and

circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### **Special features of the post**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.



## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold a minimum of 5 GCSE's grade A-C (or other Level 2 NVQ qualification) or able to demonstrate an equivalent capability	<p>Hold a relevant housing qualification (CIH Level 4 Diploma or equivalent) or show an equivalent capability.</p> <p>Evidence of continuous professional development</p>
Experience and Knowledge	<p>Demonstratable experience at a senior officer level (or similar) within a local authority, housing association or voluntary organisation</p> <p>Experience of handling complex cases and providing solutions for vulnerable individuals.</p> <p>Experience of working with and advocating for vulnerable and socially excluded adults and knowledge of the procedures relating to safeguarding adults</p> <p>Practical experience of assessment, providing support, key working and advocacy with persons/groups requiring support</p> <p>Experience of attending and participating in multidisciplinary case conferences</p> <p>A good understanding and knowledge of the main causes of homelessness and rough sleeping, and the barriers that people face when trying to access accommodation and support services</p>	<p>Demonstratable experience of staff management</p> <p>Knowledge of the homelessness legislation and surrounding case law</p> <p>Experience of working effectively in partnership and liaison with a range of stakeholders</p>
Ability and Skills	<p>Spoken and written English fluency</p> <p>The ability to work with vulnerable people in difficult situations and handle challenging behaviour</p> <p>Ability to coordinate and lead on multi agency responses to complex cases to achieve a positive outcome</p> <p>Ability to form and develop professional and effective working relationships with colleagues, partners and service users</p>	<p>Excellent numerical skills and ability to use spreadsheets and systems to monitor income collection</p> <p>A good understanding and awareness of accommodation management issues including quality standards and health and safety</p>

Attributes	Essential criteria	Desirable criteria
	<p>and work effectively and enthusiastically as part of a team</p> <p>Excellent written and verbal communication skills</p> <p>Good analytical skills and ability to produce and interpret statistical information</p> <p>Excellent interpersonal skills and the emotional resilience to deal effectively with complex circumstances surrounding vulnerable people</p> <p>Excellent listening and interviewing skills, with a proven ability to inspire and motivate people to improve themselves and/or others</p> <p>A skilled problem-solver and negotiator with an organised and imaginative approach to work and the ability to manage difficult and sensitive situations</p> <p>Ability to work well under pressure, on own initiative, and manage and prioritise own workload and team members when needed</p> <p>Effectively work with others to achieve a positive outcome by being proactive and solution focused</p> <p>IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Full driving licence and access to own transport for work purposes</p> <p>Willing to work outside normal office hours as necessary.</p> <p>This post is subject to a DBS check.</p> <p>This post is office based.</p>	

