

## **Job Description and Person Specification**

### **Job details**

Job title: Housing Tenancy Support Officer

Grade: Grade NNCBAND05 NNCSCP11-13

Reports to: Housing Services Manager – support services

Responsible for: 1<sup>ST</sup> Class Services

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Management Services

### **Purpose of the job**

Reporting to the Housing Services Manager (support services) the post holder will provide an integrated wrap around support, advice and guidance service to tenants and leaseholders.

The post holder will provide a range of specialist housing support solutions to meet the needs of those with complex problems and multiple support needs to enable them to sustain their tenancy and reduce the risk of homelessness. To do this the post holder is expected to provide a holistic pro-active and dedicated service to potential and current tenants which will include:

Encouraging responsible money management and discouraging inappropriate lifestyle choices and behaviours to promote tenancy sustainability.

Provide a comprehensive tailored support service enabling tenants and leaseholders to meet their financial commitments and tenancy obligations.

Take a proactive role in relation to disabled adaptation requests and supporting tenants who need to move to alternative adapted properties to do so.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post is part of the Housing Services Team, and the post holder will deputise for other Housing Support Officers in their absence.

### **Principal responsibilities**

#### **1. Role Responsibilities**

The post holder is expected to:

#### **Support Services**

11.8.25

Develop and deliver pre tenancy sessions for applicants which include managing household income and expenditure, financial commitments and understanding tenant responsibilities.

Ensure customers have the basic skills required for independent living and maintaining their home.

Carry out support plans and risk assessments with every referral case accepted which will identify and prioritise all levels of urgent immediate, medium and long term goals in agreement with customers.

Undertake planned review meetings, monitor action plans and celebrate achievements and goals met.

Plan detailed exit strategies in consultation with customers who no longer require or need support.

Encourage and support tenants to attend education or training courses, volunteer or undertake work placements to develop themselves, increasing financial resilience and improve employment options.

Positively promote the tenancy support service and enable tenants and leaseholders to have the confidence and capability to engage.

## **Housing Management**

Work with Neighbourhood Housing Officers and ASB Officers to ensure that tenants comply with their tenancy agreement obligations.

Provide practical assistance to customers with, advice and guidance, helping to complete tasks/paperwork/forms, solve problems, with a view to improving financial capability, life skills and living conditions, and reducing/mitigating unwanted behaviours.

Support tenants and leaseholders to understand their tenancy/lease obligations to prevent the escalation of actions that may lead to a threat of or an actual homeless situation arising.

Promote downsizing and its social, health, and financial benefits.

Review and assess recommendations received from the Community OT Service and work closely with colleagues in the property services team to initiate the agreed solution, Identify tenants and leaseholders requiring minor adaptations with a view to retaining independence and improving facilities/accessibility in their current home and place orders for works to be completed.

Complete financial statements to analyse and offer targeted budgeting and basic debt advice ensuring customers facing financial hardship can maximise their income by promoting the take up of any entitlement to welfare benefits, grants, charitable trusts and assisting those unable to make applications.

Assist customers to find solutions for other debts by giving advice and support in relation to changing utility providers and tariffs, supporting customers to speak to creditors to negotiate

affordable repayment plans and referring complex cases to specialist independent debt advisors or agencies.

### **Case Management**

Review and accept referrals from the Housing, Leasehold/ Finance, Tenancy and Sheltered housing teams, and other sources concerning financial capacity, life skills, housekeeping abilities, or other vulnerabilities.

Address promptly all referrals made and provide support that is tailored to individual tenants needs

Ensure that all case work is carried out in a non judgemental manner, is needs/service user led, and that professional boundaries and confidentiality are maintained at all times.

Engage with and build a professional and trusting relationship with customers.

Encourage customers to be independent and self determined and assist them in reaching their full potential.

Act as an advocate for customers when required.

Liaise as appropriate regarding the management and maintenance requirements of customers' homes.

Liaise effectively with a range of service providers to ensure that the appropriate services are available to customers.

## **2. Performance and Service Improvement**

The Post holder is expected to:

Produce, provide, collate a range of performance information and data as directed by the Team Leader including completing information required for the tenancy support monitoring tool.

Prepare a draft response for approval to enquiries and provide information to the Housing Manager in relation to complaints, elected Member and MP enquiries relevant to the service area they are responsible for.

Complete allocated tasks within acceptable timescales and meet deadlines.

Be actively involved with the Housing Manager in reviewing processes, procedures and policies.

## **3. Team Working and Relationships**

The Post holder is expected to:

Work closely with colleagues and other agencies to identify and support those persons/households/ groups that require specialist housing related support services outside of the remit that NNC can provide

Ensure the service area has a strong and effective relationship with other services within the organisation and external partners by contributing to the development and implementation of cross cutting initiatives in line with the councils' cultures and values

Internally: Housing, Finance, Sheltered housing teams, Housing and Property Service team, Allocation and Solutions teams, Adult social care team, Legal Services, Elected Members, and other colleagues/ managers and teams from across the council

Externally: Wide network of contacts at local levels including the Police, Fire & Rescue Service and Ambulance teams, Health professionals, customers, DWP, charities, tenants groups/ forums and resident associations.

#### **4. Key Role Accountabilities**

The Post holder is expected to:

Deliver 1<sup>st</sup> class services to council tenants and leaseholders.

Identify, suggest, and implement tailored solutions to resolve issues, concerns and complex problems.

Be responsible for health safety and wellbeing of customers and team members.

Ensure the "Safeguarding" of all residents in accordance with NNC's reporting procedures.

Identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

#### **5. Misc Requirements**

Maintain a working knowledge of computer software appropriate to the duties and responsibilities

Maintain an up-to-date knowledge of best practice in the field of housing support service management to maximise opportunities for continued service improvement

### **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. 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.
4. 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.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

#### Special features of the post

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

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

An allowance is applicable to the post for mileage claims essential for business purposes.

## Person Specification

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Education, Qualifications and Training	Min GCSE X 5 incl Maths and English or equivalent CertCIH Level 2 or equivalent	CertCIH - Membership Achieved = CIH Qualification or Equivalent Level 3 or above
Experience and Knowledge	<p>Experience of working with a local authority or registered provider in a similar role. Minimum 3 years</p> <p>Practical and working experience of assessment, support planning, advocacy.</p> <p>Experience of working with people who may find themselves in difficult situations, multiple/complex needs including challenging behaviours.</p> <p>Knowledge of the housing legislation, regulation and case law</p> <p>Experience of managing and prioritising own workload without supervision to meet demands and targets.</p>	Experience of working effectively with housing colleagues, partners, and stakeholders
Ability and Skills	Excellent communication skills over several disciplines	

Attributes	Essential criteria	Desirable criteria
	<p>Ability to demonstrate a firm but fair approach to managing customer services and relationships whilst maintaining a professional attitude.</p> <p>Effective cross service communication/ partnership working skills to achieve positive outcomes for tenants and leaseholders.</p> <p>Excellent interviewing, file note taking, negotiation and compromising skills to achieve solution-focused outcomes.</p> <p>Ability to explain complex matters clearly to customers in plain English terms.</p> <p>Ability to build relationships with individuals who have multiple or complex needs.</p> <p>Able to produce clear, concise, factual and persuasive written letters and reports</p> <p>Excellent IT and keyboard skills</p> <p><b>Personal Qualities:</b>          Friendly          Enthusiastic          Trustworthy          Motivated          Hardworking</p>	

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Full driving licence and access to a vehicle for work  Willing to work outside normal office hours as necessary  This post is subject to a DBS check	