**JOB OUTLINE**

**JOB TITLE :** **TENANCY SUSTAINMENT OFFICER**

**HOURS :** **36 PER WEEK, MONDAY TO FRIDAY**

**SALARY : £30,502 p/a Fixed with expected cost of living increase**

**MAIN OBJECTIVES OF THE POST**

* 1. To provide one to one advice and support, using a trauma informed approach, to assist Almond HA tenants to sustain their tenancies. The postholder will provide a tailored service to tenants right through from from the start of their tenancy to those at risk of tenancy failure and/or financial hardship; making best use of referral systems to ensure joint working with internal and external support services.
  2. To support people who are struggling to sustain their tenancy by helping them to understand their roles and responsibilities as a tenant; how to sustain a tenancy and to encourage and facilitate their independence, quality of life, health and well-being.
  3. Work in collaboration with the Housing Support Manager, Welfare Benefits and Budgeting Advisor and any external advice agencies such as Furniture Initiatives, Trust and Grant Awarding Bodies; referring tenants where necessary to ensure they receive specialist support needed to address their needs and overcome the challenges they are facing in maintaining their tenancy.

**ACCOUNTABILITY**

**2.1** To the Housing Support Manager on a day-to-day basis. Accountable to the Board of Management through the Director of Housing Management and Chief Executive.

**KEY ROLE SPECIFIC RESPONSIBILITIES**

* 1. **Customer Services**
     1. Provide first class customer service at all times to ensure that Almond Housing Association meets and endeavours to exceed customer expectations.
     2. Proactively manage relationships internally and externally.
     3. Constantly portray a professional image to colleagues and customers in person and in all communications
     4. Promote and foster a strong, ethical, friendly and efficient team culture and working environment.
     5. Constantly maintain a high level of confidentiality and discretion with all information relating to our tenants, the business, Heads, information that you learn and/or obtain, colleagues and business activities in general.
  2. **Budget Responsibility**
     1. Budget responsibility varies year to year depending on funding approvals and number of projects being managed
  3. **Core Responsibilities**
     1. To pro-actively engage with tenants to increase the potential for income collection through education, support and other interventions as appropriate to their circumstances and in line with Almond HA’s policies
     2. Providing advice to customers on tenant and landlord roles and responsibilities, in accordance with tenancy conditions by visiting tenants in their homes, either accompanied by a Housing Officer or following the lone worker policy
     3. Advice and guidance on issues such as at risk tenancies, whether through rent arrears, anti-social behaviour or management of the property, unemployment, mental health issues, and finance
     4. To assist tenants to identify factors that may be contributing to any rent arrears, such as fuel poverty, or health conditions, so that, where possible, appropriate solutions including adaptations and referrals can be made
     5. Take responsibility for a designated caseload of tenants requiring support including the identification of prospective and existing tenants. Assist new tenants, particularly vulnerable and young tenants, to set up and maintain a tenancy and be able to access levels of support needed and together with the tenant, draw up a support plan and identify appropriate training and/or job/volunteering opportunities
     6. To actively work with Housing Team to undertake casework regarding breaches of the tenancy agreement including arrears, harassment, nuisance and other disputes, including advocacy support where required
     7. Build effective relationships with external agencies and maintain a knowledge base of these relationships to ensure that tenants have access to services both statutory and voluntary, and to share information in line with GDPR, to meet tenants needs, by developing links with service providers. To take responsibility for arranging case conferences as required and to ensure partner agencies are adequately represented
     8. Support vulnerable tenants to deal with correspondence and complete forms, make, and accompany them to, appointments, attend meetings, groups to improve their engagement and integration into the community
     9. Identify and implement good administrative practices and procedures, including computerised systems for the efficient and effective identification, contact and managing of the former tenant arrears accounts
     10. Refer to other important services such as Welfare Benefits and Budgeting Advice, health, training and employability where appropriate
     11. Maintain up to date knowledge of best practice in respect of all relevant administrative, legal and financial procedures
     12. Maintain appropriate and accurate records to comply with statutory and service wide reporting requirements. Proactively monitor and produce timely and accurate reports in respect of service delivery, performance indicators and targets
  4. **General Responsibilities**
     1. Take responsibility for developing and discharging personal training and development plan, and ensure compliance with all health and safety and equal opportunities policies and practices
     2. Support colleagues to achieve personal, team and organisational objectives

**OTHER INFORMATION ABOUT THE ROLE**

* 1. **Communication and Relationships**
     1. Communication requires not just information sharing but also negotiation, persuasion and compromise skills
  2. **External**
     1. Neighbourhood Partnerships (West Lothian Council officers and politicians, NHS, Police, Community Councils), voluntary groups, Trusts and Foundations providing grants for individuals
  3. **Internal**
     1. Part of the Housing Management team working with the Asset Management, Corporate Services Team and Finance teams
     2. Communication requires close working with others to obtain customer priorities and to encourage other staff to highlight service gaps and opportunities
  4. **Authorities and Limitations**
     1. Ensure spend for Individual Grants secured for tenants, authorising payments, draw down of grant funding and responsible for reporting to the funders on outcomes
     2. Responsible for managing own workload
  5. **Problem Solving**
     1. Assimilating quickly the principles of new and different areas of activity that will support tenancy sustainment – e.g. education and training, specialist agencies
     2. Judging whether a tenant is coping and appropriately supporting them

**OTHER DUTIES**

* 1. **General**
     1. To undertake training, as necessary, to maintain high standards in the quality of work, as outlined in the Job Description, including attendance at events, e.g. Away Day/Board Information Day and any similar out of hours requirements as directed by the Housing Support Manager or Director of Housing Management and participation in the annual development of the organisation
     2. To undertake any other relevant duties as may be determined from time to time or as directed by the Housing Support Manager or Director of Housing Management