

**Tenancy Sustainment Officer – Homeless Services**

**Application Pack**

**Closing Date: Monday 6th May 2019**

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**Tenancy Sustainment Officer – Homeless Services**

**Contract:** Permanent

**Hours:** 37 per week

**Salary:** Dependent on experience – Fully experienced - £20,616 to £23,224

Trainee level - £17,352

Action Homeless is looking to recruit an enthusiastic individual to join a small team in supporting clients to sustain their own tenancies. This is an ideal role for someone who has a passion to make a difference and help individuals to regain their independence.

You will be responsible for overseeing tenants journeys from temporary accommodation into their own tenancy, providing advice on their rights and obligations including entitlements to welfare benefits and dealing with any breaches in tenancies.

We are seeking an individual that can either demonstrate experiences according to the person specification or can show the willingness and drive to undertake training to succeed in the role. The ability to prioritise workloads, motivate people to engage, work flexibly with a “can do” attitude, and be a team player are essential.

Full details about the role please download our recruitment pack from our website [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk) alternatively please call 0116 2211851.

To apply please complete and return the application form to [aaliyahlawrence-browne@actionhomeless.org.uk](mailto:aaliyahlawrence-browne@actionhomeless.org.uk)

**Closing date: Monday 6th May 2019**

**Assessments & interviews: Week commencing 13th May 2019**

**ABOUT ACTION HOMELESS**

Action Homeless provides a range of services for homeless people and people who are worried about homelessness in Leicester and Leicestershire. These include information, advice and accommodation services. We also work within the community to try to prevent homelessness from occurring in the first place. Our services aim to give people the confidence and skills they need to achieve and maintain independent living and to make a great contribution to the local community.

We believe that, wherever possible, it is much better to prevent homelessness from occurring before people reach a crisis in their lives. Preventing homelessness is a key focus for Action Homeless and an area, which we will be developing over the next five years. We launched a ‘No Second Night Out’ in Leicester which is a partnership project, that aims to ensure that anyone rough sleeping in Leicester is linked with accommodation and support services as quickly and efficiently as possible.

Unfortunately, there are cases where people do reach crisis point and find that they do not have a safe place to stay. In these situations, we are here to help and work with Leicester City Council to provide emergency accommodation to vulnerable adults who need it. In addition, our Accommodation Assist project offers high quality temporary housing to people who are homeless or threatened with homelessness and need a safe place to live whilst identifying more stable and permanent housing. Our accommodation across Leicester varies to include large supported housing projects, small-shared houses, bedsits and self-contained flats.

Action Homeless successfully brought back into use 20 empty properties through funding secured from DCLG. The project renovated empty properties, transforming them into affordable accommodation for people leaving homelessness services. In line with our strategic priorities, Action Homeless plans to continue with this work and provide an affordable solution to homelessness.

During 2016, we were successful in obtaining £140,000 from Nationwide Foundation, which helped us to purchase and renovate a further 3 properties. This also meant we were able to create 17 more units of affordable housing accommodation.

We believe that putting a roof over someone’s head is only the first step to helping them to regain their independence and therefore we provide access to an extensive support programme, which includes:

Engage – a purpose built support centre which acts as the base for a varied events and activities programme that promotes skills development and independence.

Action Trust – a social enterprise that offers work placements, training and employment opportunities to ex-offenders and people with experience of homelessness.

Moneywise – a project that seeks to improve individual’s financial confidence through a programme of group workshops and one-to-one training and education.

More information about Action Homeless and what we do can be found on our website at [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk)

**Action Homeless**

**Job Description**

**Job Title:** Tenancy Sustainment Officer – Homeless Services

**Hours:** 37 hours per week

**Job Purpose**

Responsible for providing a comprehensive housing management service to tenants who would otherwise be at risk of failing their tenancies, including liaison with contractors and third parties. You will promote and encourage independence, quality of life, health and well being. You will oversee rent and property management and provide practical advice and information on wide range of issues including, housing, welfare rights, finance, and life skills. You will need to show empathy with, and be aware of the need of people who may be vulnerable for a variety of different reasons.

**Main Duties**

1. Oversee the journey taken by prospective new tenants from offer through to sign up. Liaising with referring staff to build a picture of the support needs the tenant may have.
2. To provide an effective and efficient client focused accommodation allocation service, ensuring the highest standards of customer care, equal opportunities and fair treatment are met. Holding regular engagement with Action Homeless support / premise staff to fully understand tenants needs and background.
3. To sign up new tenants and to advise them of their rights and obligations under the condition of their tenancies/licence agreements and fully induct tenants into the new accommodation. Ensuring all paperwork is completed.
4. To ensure benefit applications are completed before sign up and payment options are fully explained to the tenant. Carry out regular benefit checks with the tenants.
5. Agree a tenancy support plan with all new tenants based in their individual needs, this should include a schedule of visits, type of support & assistance required, the length of the programme of support.
6. To assist clients with their life skills, money management, social skills and health/ well being in order to promote their independence and successfully sustain their tenancies/licences.
7. Where required, completes and applies for Community Support Grants on behalf of the tenant.
8. Ensures tenants move into their new accommodation successfully assisting tenants to liaise with and arrange gas and electricity accounts & ensuring furniture packs are delivered on time.
9. Carry out regular visits in accordance with the agreed plans, provide the agreed support, review support that might be required, check there are no breaches in tenancy agreement.
10. Responsible for the prevention of rent arrears by; identifying outstanding balances, taking appropriate action to collect the outstanding balances, following Action Homeless rent procedures, taking proactive action to prevent arrears.
11. Take action to deal with breaches of tenancy in accordance with Action policy including being responsible for the serving of notices to terminate tenancy agreements and ensuring housing legislation is adhered to for the removal of tenants.
12. To promote and encourage attendance at activities that will enhance the client’s social opportunities such as, volunteering, attending workshops held at our Engage building, and community events.
13. To be the first point of contact in all matters relating to our clients tenancies or licences e.g. housing benefit advice, anti social behaviour, arrears advice.
14. Ensures all our properties meet the required Health and Safety standards reporting any maintenance issues promptly and ensure sound communication is maintained with clients over the attendance at properties of maintenance contractors.
15. Work flexibly across all properties to ensure intensive housing management is provided to all vulnerable tenants.
16. To prepare written reports as and when required.
17. To assist in development of new policies and procedures commensurate with the role of Tenancy Sustainment Officer .
18. Participation in and compliance with all agreed employment and organisational practices, procedures and policies.
19. Participation in the organisations out of hours on-call
20. To perform any other duties as may be required from time to time within the remit of Tenancy Sustainment Officer grading.

**This job description is subject to regular review in consultation with the post holder.**

**Tenancy Sustainment Officer – Homeless Services: Person Specification**

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| --- | --- | --- |
|  |  | **Criteria**  **Indicated E (Essential) D (Desirable)** |
|  |  |  |
| **Qualification / Education** | **D**  **D** | Emergency First Aid Certificate  Landlord / Housing Law training (willingness to undertake) |
| **Competencies / skills / experiences** | **E/D**  **E/D**  **E/D**  **D**  **E/D**  **E/D**  **E/D**  **E**  **E**  **E**  **E**  **E/D** | **E/D means experience preferred but not necessarily essential.**  Experience and understanding of rent collection and debt recovery  Experience of working with individuals within their own accommodation; shared or individual  Experience of supporting tenant involvement and empowerment  Understanding of housing law including terminating tenancies / licence agreement  Understanding of tenants and landlords rights and obligations  Understanding of welfare benefits and support grants available  Experience of working with Health and Safety regulations  Ability to form positive relationships with clients, partner agencies and team  Ability to motivate people to engage with help and support offered  Confidence in working with people in their own home.  Ability to communicate logically, concisely and effectively at all times  Ability to asses situations and residents to ensure suitable solutions and placements |
| **Personal characteristics** | **D**  **E**  **E**  **E** | Ability to diffuse difficult situations and remain calm  Ability to work majority of the time unsupervised  Good time management, organisation and prioritisation skills  Ability to drive and use of own car |

**This post will be subject to a DBS check and will require the post-holder to participate in on-call duties on a rota basis**

**HOW TO APPLY**

To apply for the role please complete the full application form, making sure that it clearly demonstrates how you meet the role requirements and send this to aaliyahlawrence-browne@actionhomeless.org.uk

Alternatively, you can post your application to Ridgeway House, Little Hill, Newton Lane, Wigston, Leicester, LE18 3SE.

Please call 0116 2211851 to request a pack via post.

If you do not receive a response to your application by 11th May 2019 then unfortunately on this occasion you have not been short-listed.

Please note that CVs and covering letters will not be considered.

**Closing date: Monday 6th May 2019**

**Assessment and interviews to be held: Week commencing 13th May 2019**



