




As part of the consultation process we talked with both Die Moortort University and School.

We talked with both groups about the homelessness, their preconceptions and thought a certain type of person would be how they might feel if they become homeless.

The students from Rushey Mead also drew drawings and pictures and we wanted to put them on a larger scale. This canvas takes all the drawings and incorporates some of the words and phrases they gave to us.



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**Tenancy Sustainment Officer**  
**Application Pack**  
**Closing Date: Wednesday 18<sup>th</sup> April 2018**

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## **Tenancy Sustainment Officer (Maternity Cover)**

**Contract:** Fixed Term – 12 months

**Hours:** 20 per week

**Salary:** £19,815 (£10,710 pro rota)

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 demonstrate experience of tenancy management and support, understands landlords responsibilities and obligations, has the ability to prioritise workloads and motivate people to engage, and who can work flexibly with a “can do” attitude coupled with a friendly and team-player approach.

Full details about the role including person specification can be downloaded 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: Wednesday 18<sup>th</sup> April 2018**

**Assessments & interviews: Week commencing 23<sup>rd</sup> April 2018**

## About Action Homeless

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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)

## Tenancy Sustainment Officer Job Description

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<b>Job Title:</b>	Tenancy Sustainment Officer
<b>Hours:</b>	20 hours per week
<b>Salary:</b>	£19,815 (10,170 pro rata)

### 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 on Empty Homes rent procedures, taking proactive action to prevent arrears.
11. Take action to deal with breaches of tenancy in accordance with Action on Empty Homes 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 Empty Homes 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 Action on Empty Homes 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 and Empty Homes Team.
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.



## Person specification – Tenancy Sustainment Officer

### Requirements to carry out job

	<b>E/D</b>	<b>Criteria Indicated E (essential) D (desirable)</b>
<b>Qualification</b>	<b>D</b>	Appointed First Aid Certificate
	<b>D</b>	Basic Food Hygiene Certificate
	<b>D</b>	Landlord / Housing Law Training (willingness to undertake)
<b>Knowledge / skills / experience/ Competencies</b>	<b>E</b>	<p>Demonstrable and extensive experience of:</p> <ul style="list-style-type: none"> <li>- Rent collection &amp; debt recovery</li> <li>- Tenancy support to tenants in own tenancy</li> <li>- Tenant involvement &amp; empowerment</li> <li>- Dealing with maintenance issues</li> <li>- Tenancy sign ups</li> <li>- Welfare benefits, implications, &amp; appeals processes</li> <li>- Terminating assured short hold tenancies</li> </ul>
	<b>E</b>	Experience of providing tenancy support to individuals within their own homes.
	<b>E</b>	Understanding of housing law.
	<b>E</b>	Understanding of tenancy agreement rights and landlord obligations
	<b>E</b>	Understanding of support grants and access to goods and services that are available.
	<b>E</b>	Experience of Landlord Health and Safety responsibility when supporting individuals in their own tenancies.
	<b>E</b>	Ability to form positive working relationships with clients, partner agencies and networks.
	<b>E</b>	Proven knowledge of housing finance and benefits legislation.



	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>	<p>Strong time management and work prioritisation skills</p> <p>Confidence to visit people in their homes.</p> <p>Able to communicate logically, concisely and effectively at all times.</p> <p>Effective use of IT and equipment esp. Communication, planning and reporting systems</p> <p>Ability to motivate people to engage with help and support.</p> <p>Ability to assess situations and provide solutions.</p>
<p><b>Motivation</b></p>	<p><b>E</b></p> <p><b>E</b></p>	<p>Flexible and innovative approach to work</p> <p>Actively seeks ways to continuously improve.</p>
<p><b>Personal Attributes</b></p>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>	<p>Ability to diffuse potentially volatile or difficult situations.</p> <p>Good negotiation skills.</p> <p>Ability to work unsupervised.</p> <p>Ability to motivate others</p> <p>Takes responsibility for own actions with the ability to make sound decisions.</p> <p>Approachable with the ability to remain calm under pressure</p> <p>Self motivated with the ability to generate own ideas.</p> <p>Demonstrates drive and determination.</p> <p>Ability to manage busy workloads positively and timely, sound task and finish approach to day to day activities</p>
<p><b>Other Requirements</b></p>	<p><b>E</b></p>	<p>Full driving licence and access to own vehicle.</p>

## HOW TO APPLY

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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](mailto: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 25<sup>th</sup> April 2018 then unfortunately on this occasion you have not been short-listed.

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

**Closing date: Wednesday 18<sup>th</sup> April 2018**

**Assessment and interviews to be held: Week commencing 23<sup>rd</sup> April 2018**

