

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.