

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Leaving Care Tenancy Support Officer (Fixed Term for 3 years- March 2028)	Grade: Scale SO1
Section: Children and Families	Directorate: Children’s Services
Responsible to following manager: Service Manager Leaving Care/Team Manager Future House	Responsible for following staff: None
Post Number/s:	Last review date: August 2024

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

- To ensure that Care Experienced young people in new or existing tenancies are supported to establish and maintain those tenancies through the provision of direct, practical support for a period of 12 weeks maximum.

- To reduce the number of Care Experienced young people currently facing or at risk of tenancy breakdown. This includes supporting young people leaving custody or those experiencing tenancy or accommodation instability, as well as those who are already in emergency accommodation.
- To prevent the occurrence of rent and other arrears for young people in settled tenancies through the provision of targeted, practical support
- Supervised by the Service Manager for Leaving Care/ Team Manager for Future House, the postholder will carry a caseload of 12-15 Care Experienced young people in settled accommodation or those in Temporary accommodation where there are issues or concerns about the young person maintaining those tenancies.
- Liaises with the allocated PA, professional network and the Leaving Care Settled Accommodation Pathway Officer to support young people to succeed in their tenancy and avoid tenancy breakdown
- Engages alongside PA with the updating of a young person's Pathway Plan targets and ensures that work aligns with Pathway Plan targets
- Promotes the engagement with community resources and community organisations to strengthen tenancy skills and increase young people's access and use of community and universal resources

Specific Duties and Responsibilities

- This post is fixed term for 3 years (ending 31/3/28)
- Works dynamically and proactively for a period of 12 weeks with an allocated caseload of 12-15 young people to prevent tenancy breakdown. Works in partnership with their allocated PA and professional network to stabilise their tenancy and ensure that it is running smoothly.
- Through supervision, ensures that 12-week intervention timelines are being maintained with positive outcomes achieved.
- Undertakes income maximisation and other practical support to ensure that young people are able to establish and maintain stable tenancies.
- Works closely with officers in Housing Benefit, DWP, Discretionary Awards, Cost of Living Hub, Rent Collection, Income Maximisation and Community Safety teams to support young people in establishing and maintaining stable tenancies.
- Undertakes Income Maximisation work to ensure that all appropriate benefits have been claimed by the young person and that any barriers to tenancy stability, such as historical arrears, are being robustly addressed.
- Records all work on Mosaic to an expected standard



- Undertakes joint supervision with PAs on a regular basis to promote better outcomes and to consider, where appropriate, whether eligibility for Adults Social care has been met due to presenting needs.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

To be fully aware of and understand the duties and responsibilities arising from the Children Act 1989 and amendments 2004, Leaving Care Act 2000 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council.

To have a working understanding of relevant Housing Legislation and Wandsworth Council Housing Policies.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.

Team structure



This post is one of 6 distinct Housing related roles within the Future House Housing Team within Future First, the Leaving Care Service

Person Specification

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Post Number/s:	Last Review Date:

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Systematic working knowledge of Children Act 1989, 2004 and Children (Leaving Care) Act 2000 updated 2018. Homelessness Reduction Act 2017		x	I & A
Wandsworth Borough Council Housing Policy and National Housing legislation as it relates to Care Experienced young people		X	I & A
Experience	Essential	Desirable	Assessed
Experience of working with young people aged 18-25 who are care experienced	x		I & A

Experience of working with local authority Housing Department, voluntary sector housing and community organisations		X	I & A
Skills	Essential	Desirable	Assessed
Good communication skills (written and spoken)	x		I & A
Ability to engage young people in complex situations	x		I & A
Qualifications	Essential	Desirable	Assessed
GCSE English and Maths at 6 (or C grade) or above	x		A

A – Application form / CV

I – Interview

T – Test

C - Certificate