

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Tenancy Support Officer	Grade: P01
Section: Supported Housing Service	Directorate: Housing and Regeneration
Responsible to following manager: Senior Tenancy Support Officer	Responsible for following staff:
Post Number/s: H	Last review date: April 2024

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



Job Purpose

- The Tenancy Support Officer's primary role is to ensure that the support offered is appropriate to the tenant's support needs identified resulting in successful outcomes.

Specific Duties and Responsibilities

- Responsible for logging and appraising referrals for support and providing intensive support to a caseload of vulnerable tenants following referrals from internal and external agencies.
- Assess need and formulate Support Plans for individual tenants with the broad aims of promoting independent living and sustaining a tenant in their tenancy.
- Attend appropriate forums including Mental Health, Drug and Alcohol, and Inclusive Supporting People Focus groups as required.
- Maintain databases and ensure full and adequate records of service provision for each tenant with reference to all contact, support provided and maintenance of review plans. Provide reports to Senior Managers as required.
- Providing advice and information to Senior Managers and other members of Housing and Finance staff regarding the Tenancy Support Service.

Main Duties and Responsibilities

- To undertake risk assessments of current and future tenants particularly those with histories of mental illness and/or substance abuse problems. Liaise closely with other agencies involved with tenants and ensure the relevant Council departments are advised of new cases and details of support provision.
- To ensure that the Council's staffing procedures and policies are always implemented and adhered to.
- Undertake work of more complex floating support cases providing advice and information to senior managers and other agencies both statutory and voluntary as necessary.
- Will represent the section at case conferences and other appropriate forums and assist in identifying specialised training in key service areas including welfare benefits, debt counselling, domestic violence, safeguarding vulnerable adults and children.



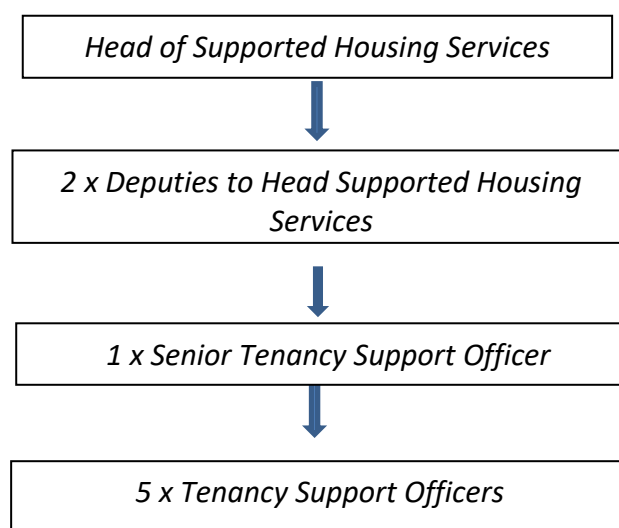
- Will maintain a good knowledge of relevant housing legislation. Will attend relevant conferences and seminars and be aware of best practice around floating support.
- Makes recommendations to Senior Managers on revisions to existing procedures and develop and implement new strategies for providing an effective support service for vulnerable tenants.
- Promote links with external and partner agencies including Social Services, Clinical Commissioning Groups, Finance Department, Police, Probation Service and Voluntary Agencies working with vulnerable tenants.
- To liaise and advocate on behalf of the tenant on matters such as ASB and other tenancy issues encouraging integration with the wider community.
- To work with tenants to enable them to abide by the conditions of their tenancy and give advice on the practical aspects of looking after themselves and their homes.
- To support tenants to raise orders for routine and discretionary repairs in accordance with Council procedures and to adhere budget limits.
- To monitor rent accounts ensuring regular payments are made to reduce arrears and tenants keep to arrears agreements and Court orders.
- To assist tenants to maximise their income by claiming all benefit entitlements and managing existing debt. To support and advise tenants with Housing Benefit appeals.
- To refer tenants to other Council and Health services, including social services, psychiatric services, drug/alcohol agencies.
- To assess housing need in accordance with Council policy, to investigate and recommend transfers where necessary.
- To investigate and take appropriate action on complaints from tenants, Councillors and MPs in accordance with the Council's procedures.
- To be committed to the promotion of equality, diversity and inclusion for others, both colleagues and clients and maintain an awareness of the equality and diversity protocol; to work 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 and to report any instances of inappropriate behaviour or discrimination.

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, handling complaints 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

Team structure



Person Specification

Job Title: Tenancy Support Officer	Grade: PO1
Section: Supported Housing Service	Directorate: Housing and Regeneration
Responsible to: Senior Tenancy Support Officer	Responsible for:
Post Number/s: H	Last Review Date: April 2024

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
A knowledge of repairs and maintenance issues likely to occur whilst supporting council tenancies.		✓	A/I
Experience	Essential	Desirable	Assessed
Ability to attend meetings and case conferences, keeping abreast of all changes in legislation and other support agencies.	✓		A/I
Experience of working with a range of vulnerable tenants from under 18's to the older person living in their own homes.	✓		A/I
Experience and knowledge of claiming benefits to maximise income on behalf of	✓		A/I

the tenants and offer advice to the Tenancy Support team and tenants alike.			
Experience of remote working with vulnerable people and professionals with a creative approach.		✓	A/I
Experience of effective Casework Management, Referral Processing, Assessment, Support Planning, providing tenancy advice and ability to appraise outcomes.	✓		A/I
Working knowledge of service promotion as well as contributing to service maintenance and development.		✓	A/I
Skills	Essential	Desirable	Assessed
Ability to use Microsoft package and bespoke housing databases.		✓	A/I/T
Ability to work intensively with tenants at risk of eviction.	✓		A/I
Ability to draft correspondence reports and collating and maintaining accurate statistics relating to the Tenancy Support work.	✓		A/I/T
Problem solving skills and ability to seek for positive outcome while working with professionals.	✓		A/I/T
A general understanding of 'safeguarding children, young people and vulnerable adults' and its relevance to the service area and a willingness to attend training as required.	✓		A/I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate