



## Job Profile

<b>Job Title:</b> Tenancy Support Officer	<b>Grade:</b> PO1
<b>Section:</b> Supported Housing Services	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to:</b> Senior Tenancy Support Officer	<b>Responsible for:</b>
<b>Post Number/s:</b> H	<b>Date: April 2024</b>

### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

### 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.

### Job Dimensions

- 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 particular 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 implemented and adhered to at all times.
- 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 in the area of floating support.

### **Generic Duties and Responsibilities**

- 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.



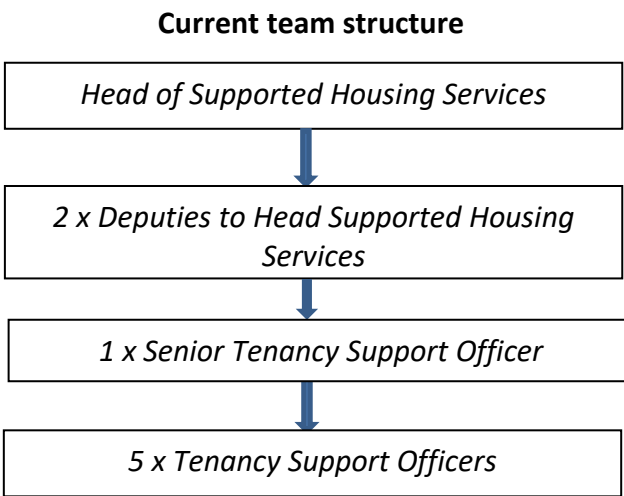
- To liaise and advocate on behalf of the tenant on matters such as ASB and other tenancy issues encouraging integration with the wider community.
- To work with tenants to enable them to abide by the conditions of their tenancy and give advice on the practical aspects of looking after themselves and 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 MP's in accordance with the Council's procedures.
- To comply with all the council's Codes of Practice, including the Code of Conduct, and policies and procedures concerning data protection and health and safety.
- 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.
- To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004, the London Child Protection Procedures and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully



informed of any concerns which you may have in relation to safeguarding and/or child protection.

- To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

**Additional Information**





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### Our Values and Behaviours

A set of universal behaviours has been developed that underlies the values and aims to make them clear and tangible for all. They provide a positive articulation of how we should work together and are designed to guide and inspire employees and leaders.

#### Think bigger

- Nurture new ideas and support people when they have them
- Harness what we learn from doing new things
- Focus your creativity where change is most needed and aim to see the bigger picture
- Recognise the value of small steps forward and always strive to improve
- Have the courage to try something new and different. Take the initiative when you can

#### Embrace difference

- Be curious, open your mind to new ideas and different perspectives
- Listen, learn and never assume you know
- Do your part to create inclusive spaces and call out bad behaviour when you see it
- Be polite, respect people's differences and boundaries
- Be patient, with one another, being part of a diverse community isn't always easy but it's worth the effort

#### Connect better

- Find common ground and nurture long-term lasting partnerships
- Think ahead and create the time and space to connect
- Respect other people's time. Connect when you need to
- Be transparent, share knowledge and make the effort to stay in the know
- Be friendly and approachable and communicate clearly



## Lead by example

- Encourage each other to show leadership – wherever you are in the organisation
- Say what you mean and do what you say
- Be generous and recognise other people's contributions
- Be positive. Bring your energy and idealism to everything you do
- Take responsibility and see things through

## Put people first

- Whatever you're doing, ask: how does this make things better for our residents?
- Treat residents as individuals not statistics...
- Be kind. Put yourself in the other person's shoes
- Make the effort to hear people out and bring people with you
- Put yourself first too. Ask for help when you need it

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/I	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 the tenants and offer advice to the Tenancy Support team and tenants alike.	✓		A/I
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
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

