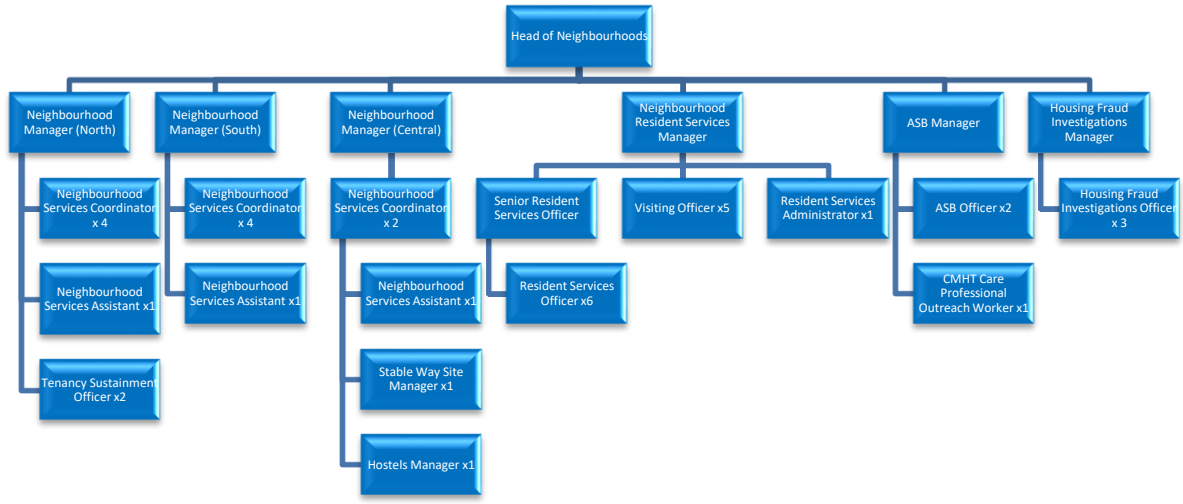
JOB DESCRIPTION

Job Title	Tenancy Sustainment Officer
Department	Housing Management
Section or Service	Neighbourhoods
Grade	**F**

DESIGNATION:

Responsible to:	Neighbourhood Manager
Employees directly supervised *(if applicable)*:	NA
Family Tree:	



THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

1. JOB PURPOSE:

To provide customer focused housing support service to help residents sustain their tenancy and live independently in their homes.

This will include providing practical advice, information, and support on a wide range of issues including housing, welfare rights, personal finance, life skills and the promotion of personal independence.

2. DESCRIPTION OF DUTIES:

- To work with Neighbourhood Management departments to identify residents/households who have a level of housing support need and through advice and intervention would be able to manage their tenancy effectively.

- To support vulnerable residents within the first 12 months of becoming a council tenant, to help sustain tenancies through establishing a support framework in conjunction with partner agencies.

- Assist teams where households require decanting where there are established support needs. Maintain close liaison with Neighbourhood and Repair teams to ensure smooth transition, ensuring the needs of the residents are always considered.

- To assist Repairs, Asset and Regeneration teams when progressing with capital and regeneration programmes, identifying vulnerable residents and working with them to ensure required improvements are completed within timescales and additional support needs addressed to minimise any risk to tenancy.

- To assess individuals' housing and support needs and draw up individual support plans in conjunction with partner agencies where appropriate to address housing related problems, and review at regular intervals.

- To establish and maintain effective relationships with clients, service providers and partner agencies to facilitate referrals and to meet identified support needs.

- To attend liaison meetings with relevant agencies to review individual cases and the service as a whole

- To assess the needs of tenants and arrange appropriate services to facilitate relevant support to enable the provision of help and assistance.

- To assist the Neighbourhood teams in managing vulnerable tenants which may include supporting victims and witnesses of anti-social behaviour, complementing the holistic approaches taken by Neighbourhood Officers

- Work closely with the Neighbourhood Officers and Estate Services Assistants to help resolve low level anti-social behaviour breaches such as property condition including gardens and outbuildings, noise nuisance and dogs.

- To work closely with Rent Income and Financial Inclusion Officers to provide practical help and support to vulnerable households who have been negatively affected by welfare reform changes or other circumstances including rent arrears, income maximisation, budgeting, claiming benefits, allowances and grants.

- To work with our most vulnerable customers who are victims of self-neglect and hoarding. Support them through the Self Neglect and Hoarding Panel (SNAHP) to help reduce the current management time, resource and money being spent on such cases.

- Keep abreast of the recent changes to the Care Act 2014 and other relevant legislation promoting individual wellbeing and providing advice to customers to promote care and support.

- Support the work of the Neighbourhood Services Co-Ordinators in relation to working with victims of domestic abuse and practitioners from the local MARAC. Liaise with other agencies to support victims' meetings.

- To write reports, keep confidential records and provide statistical information as required.

- To operate within the corporate lone working policy

- To work in accordance with relevant council policies including Equal Opportunities and Safeguarding Adults and Children responsibilities

- To receive supervision and undertake training as directed.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Tenancy Sustainment Officer

Conditions to Note:

Candidates:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours
The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	**Equal Opportunities** - Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	**Qualifications** **Essential**: N/A
B	**Skills, Experience and Attitude.** - Experience of working in housing and delivering services to residents of social housing landlord. - Experience of supporting residents to sustain their tenancy. - Experience of working with other support services, such as Adult Social Care and Family and Children's Social Services. - The ability to form strong partnership working relationships with internal and

	external agencies. - Effective negotiation skills. - Creative problem-solving skills. - Experience of conducting home visits and maintaining accurate records. - Experience of providing a support service to vulnerable people, including hoarders, mental health, physical disabilities, and substance misuse. - Strong knowledge of safeguarding Adults and Children and relevant legislation. - IT skills in relation to databases, spreadsheets, and word processing systems. - Excellent written communication skills with the ability to write accurate & clear correspondence.

	Our Values & Behaviours
C	**PUTTING COMMUNITIES FIRST** • **We put local people at the heart of decision making in everything we do.** • **We seek to include and involve: all voices matter.** • **We provide quality services that are responsive, effective, and efficient.** The following examples are indicators of effective behaviour: - I actively involve and include the communities that I serve in my work. - I shall reflect the views of the communities in my daily work. - I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included. • I can see how my views have been taken into account. • I can see improvements and developments based on my input.
D	**RESPECT** • **We listen to everyone and value the personal experiences of people in our communities and of each other.** • **We adopt a fair and involving approach regardless of any way in which an individual is different to us.** The following examples are indicators of effective behaviour: - I adapt my approach to take account of all differences and cultures in the community and with colleagues. - I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. - I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
E	**INTEGRITY** • **We act with openness, honesty, compassion, responsibility, and humility.** • **We let people know what we are doing and communicate why and how decisions have been made.** The following examples are indicators of effective behaviour: - I demonstrate empathy in my interactions with others. - I am honest and transparent about the decisions I take. - I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.

F	**WORKING TOGETHER** • **We work together and in partnership with everyone that has an impact on the lives of our residents.** • **We want to understand, learn from each other, and continually adapt.** The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities, and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.