



## Role Profile

This section provides key information relating to the role

<b>Job Title:</b>	Tenancy Support Officer		
<b>Post No:</b>	RP0169	<b>Grade:</b>	G
<b>Team:</b>	Neighbourhood and Enforcement/Temporary Accommodation team	<b>Location:</b>	Campus East/Hybrid working and in the community
<b>Responsible to:</b>	ASB and Community Safety Manager		
<b>Responsible for:</b>	N/A		

### Overall job purpose:

To assess and identify the support needs of vulnerable clients referred to the service that are at risk of homelessness and to then maintain and manage a caseload of clients, making decisions about case closure when appropriate.

To identify needs and write a support plan for those clients signed up with the service. Ensure the support plan is followed in order to prevent homelessness from temporary and/or permanent accommodation and to help clients to gain the necessary skills to sustain their accommodation independently. Ensuring a support plan and risk assessment is in place two weeks after a client is signed up to support.

To maintain and submit statistical records and record accurate and timely case notes.

To deal face to face with clients with a variety of support needs such as drug and alcohol use, mental health problems, learning difficulties and people who may behave in an aggressive manner.

To work in partnership with other support providers, including attending regular liaison meetings with agencies such as Herts Young Homeless and St John of God Care Services and to actively participate statutory and multi-agency case meetings such as professionals meetings and child protection conference as required.

To advocate on behalf of clients where appropriate with a range of agencies and organisations

### Key areas of focus:

1.	Delivery of a customer focussed tenancy support service that empowers tenants to live independently in their accommodation.
2.	To promote the welfare of children, young people and vulnerable adults and ensure that safeguarding issues are identified, recorded, and escalated as appropriate.
3.	Provide effective support and assistance on financial inclusion issues including income maximisation, benefit entitlement, employment opportunities and budgeting in line with current legislation and best practise.

4.	Provide support and assistance to resolve complex housing issues linked to hoarding, mental health, drug and alcohol dependency and identify positive pathways to improve health and well-being.
5.	Lead professional in the co-ordination of support from other key agencies where necessary and signposting to specialist advice and support as required.
6.	Work closely with other colleagues to identify tenants who are having difficulty managing their tenancies and work under an agreed support plan to improve their circumstances.
7.	Identify areas of support by using a needs assessment matrix and monitoring progress on a regular basis
8.	Problem-solve complex issues to successful resolution by being engaging, resourceful and persistent.
9.	Assisting and mobilising decant policies and procedures to support the Neighbourhood Officers as and when required.
10.	Maintain accurate records of interventions, meetings and action plans, dealing sensitively and confidentially with all tenant data making sure you are compliant with all data protection and GDPR regulations.
11.	Record outcomes of the support provided by way of case studies, reporting and providing management information on the activities of the support function
12.	Problem solve complex issues to successful resolution by being resourceful and persistent.
13.	Financial responsibilities to include the use of a procurement card to an agreed budget, raising of purchase orders, accessing and managing grant funding and ensuring all areas of spend delivers value for money.

### Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
<b>Qualifications and experience</b>			
At least 4 GCSEs or equivalent at Grades A* to C	✓		AP
Sufficient numeracy skills which enable the applicant to prepare and present basic statistical information	✓		AP/AS
Degree and/or professional housing qualification		✓	AP
Experience of working with people with support needs such as drug/ alcohol use, mental health issues and/or learning difficulties.	✓		AP/IN

Experience of working in a housing environment.		✓	AP
Experience of working with the public	✓		AP/IN
<b>Knowledge</b>			
Knowledge of welfare benefits	✓		AP/AS/IN
Knowledge of homeless legislation		✓	AP
Knowledge of basic safeguarding principles	✓		AP/IN
Adept in counselling techniques		✓	AP
Debt counselling skills		✓	AP
<b>Skills and abilities</b>			
Ability to think creatively about solving problems	✓		AP/AS/IN
Ability to undertake assessments and write support plans for a client for a period of up to 12 months	✓		AP/AS
Excellent verbal and written communication skills.	✓		AP/AS/IN
Ability to communicate with both clients and colleagues.	✓		AP/IN
Ability to manage and organise a high caseload	✓		AP/IN
<b>Other attributes</b>			
Ability to deal with challenging and aggressive customers	✓		AP/IN
Ability to discuss highly emotive incidents with victims and witnesses, whilst showing empathy and understanding.		✓	AP
To work on own initiative and judgement	✓		AP/AS
Ability to work under pressure and meet deadlines	✓		AP/AS/IN
A full UK driving licence and have access to a vehicle.	✓		AP

**Assessment Criteria:**  
**(AP) Application, (AS) Assessment, (IN) Interview**

## Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

<b>Collaborative</b>	<b>Open</b>	<b>Responsible</b>	<b>Excellent</b>
We <b>work</b> together to get things done	We <b>behave</b> with integrity & fairness	We <b>take</b> responsibility for our actions and decisions	We <b>perform</b> at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.