



Role Profile

This section provides key information relating to the role

Job Title:	Tenancy Support Officer (Temporary Accommodation)		
Post No:	RP0131	Grade:	G
Team:	Housing Needs-Temporary Accommodation Team	Location:	Campus East
Responsible to:	Temporary Accommodation Manager		
Responsible for:	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 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 partner agencies and 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 temporary 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.	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.
10.	Record outcomes of the support provided by way of case studies, reporting and providing management information on the activities of the support function
11.	Problem solve complex issues to successful resolution by being resourceful and persistent.
12.	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
Qualifications and experience			
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	✓		AS/IN
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/AS
Experience of working in a housing environment.		✓	AP/IN
Experience of working with the public	✓		AP/IN
Knowledge			
Knowledge of welfare benefits	✓		AP/AS/IN

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

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform 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.