

Role profile

Job Title:	Tenancy Sustainment Officer	Grade:	7
Department:	Housing Landlord Services	Post no.:	57138 57139
Directorate:	Housing & Environment	Location:	Various

Role reports to:	Housing Team Leader
Direct reports:	N/A
Indirect reports:	N/A

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- Improve the outcomes for Ealing residents by providing a customer orientated service in line with Council values and objectives.
- Work flexibly as part of a multi-disciplinary team to deliver tailored support services to residents with support needs, including supporting residents living on the traveller site, working in partnership with other relevant services to achieve successful outcomes.
- To establish positive working relationships with vulnerable tenants using proactive visit programmes, maintaining essential information on personal, residential and third-party referral requirements.
- To establish key partnerships and working relationships with internal departments and other agencies to help residents access a wide range of support services to help them sustain their tenancies.
- To ensure that tenants are supported and regularly monitored, acting as an effective link officer for identified needs and the referral of requirements to key Council and third-party partner agencies, (safeguarding)
- To adopt a casework-based approach to tenancy sustainment, being proactive and assertive to engage with tenants to influence and empower them to remain safely and independently in their homes.
- To act as a key liaison between the resident and Council services for the initial housing of vulnerable tenants and any general housing provision requirements.
- To comply with Ealing Council's Code of Conduct, Equality & Diversity policy and Health & Safety policy.

Key accountabilities

- Work effectively to prevent tenancy breakdown and reduce the need for legal action against tenants, reducing the Council's legal costs and homelessness and promoting the importance of early intervention utilising Council resources and partner agency services.
- Work with Housing Officers to coordinate a multi-disciplinary approach to vulnerable residents. Where tenancy breakdown has occurred, work with the Housing Hub to take appropriate and proportionate action including the drafting of witness statements and attending court in support of any legal action being taken.
- Maintain a working knowledge of relevant policies, procedures and legislation relating to tenancy support, tenancy management, rent arrears and anti-social behaviour.
- Proactively engage with tenants, visiting them in community settings and in the home, building up trusting, professional and caring relationships.
- Work in a person-centred way, carrying out holistic assessments to identify unmet needs, working proactively with other agencies to ensure those needs are met.
- Make timely referrals to internal departments and external agencies including Adult Social Care, Mental Health Services, drug/alcohol services. Proactively follow up to ensure referrals are acted on.
- Work in partnership with the Financial Inclusion Officer to provide holistic support including debt advice and income maximization.
- Think creatively and decisively to implement bespoke solutions to meet complex needs and resolve complex problems.
- Keep abreast of funding opportunities available from external agencies /charitable organisations.
- Safeguard vulnerable residents in line with Council policies ensuring protective measures within the control of the postholder are expedited (e.g. safeguarding referrals) and the manager is kept fully updated on all safeguarding concerns.
- To ensure that, at the start of a tenancy, tenants are aware of services available to assist them with any associated vulnerabilities and are aware of the role the Tenancy Sustainment Officer has in assisting vulnerable tenants.
- Maintenance of tailored logging and tracking systems providing up-to-date information on all tenants considered vulnerable.
- Manage a caseload, maintaining accurate and retrievable records of key actions and decisions.
- Provision of quarterly status reports to the Neighbourhood Manager detailing referrals, actions and outcomes.
- Respond to correspondence, members' enquiries and complaints in a coherent and logical manner, based on information available meeting the council corporate response times. Take a proactive response in identifying potential concerns or sources of complaint to ensure issues are tackled at an early stage.

- Develop positive and effective professional relationships with key Council services and external safeguarding services including Adult Social Care, Police, Probation service and voluntary agencies working with vulnerable tenants.
- Identify housing solution options for tenants wishing to decant or transfer to alternative accommodation, providing guidance on options available and acting as an effective liaison between the Council and the tenant.
- To provide tenants with comprehensive advice and information when required on services available; advising, where applicable, what formal actions are available to the Council should support routes not be taken up or accepted when prompted.
- Support and empower residents to be involved in the local neighbourhood.
- To provide support and advice to residents on the traveller site supporting them to resolve issues with respect to service provision, repairs and other landlord functions.
- To deliver all activities and tasks with skill and diplomacy, upholding the Council's equalities and diversity policies, respecting confidentiality and observing all principles of data and information security/protection.
- To carry out all duties in accordance with the Council's Health and Safety policy and to undertake risk assessments with the Housing Team Leader for home visits, site visits and out of normal office hours visits/meetings.
- To operate within a performance management framework and actively participate in one-to-ones, staff appraisals, team meetings, and attend training relevant to the post.
- To represent the housing hub at case conferences, professional's meetings and other appropriate forums.
- To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

Key performance indicators

- Resident satisfaction
- Tenancy failure
- Corporate standards and response times for complaints, member enquiries, Ombudsman complaints, telephone calls and correspondence.

Key relationships (internal and external)

- Residents, tenants, and leaseholders
- Council approved contractors.
- External trusts, community groups and voluntary sector organisations
- External agencies and partners
- Council support services e.g. Adult Social Care
- Internal housing teams
- Senior Managers / Councillors

Authority level

- Safeguard all residents and make appropriate referrals as necessary
- Contribute as part of the team to meet corporate targets
- Contribute as part of the team to deliver a value for money, customer care excellence focussed approach to duties.

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. **Communication:** High standard of communication skills, able to engage effectively with a broad range of people to influence, negotiate and persuade.
2. **Customer care:** Ability to deliver customer services to a diverse community in a professional and courteous manner.
3. **Problem Solving:** Ability to deal with difficult situations in a way that tries to resolve issues for the customer. Going the extra mile to get things done and takes pride in delivering a good service.
4. **Partnership:** Ability to work in partnership with other agencies and teams to achieve results and objectives and to deliver a customer focussed service.
5. **Time Management:** Able to effectively manage a busy and varied workload, prioritising between conflicting demands to be able to meet deadlines.
6. **Legislative Knowledge:** Knowledge & understanding of safeguarding practices.
7. **Legislative Knowledge:** Keep up to date with key legislation, policies and procedures, and maintain a high awareness of issues that can cause legal, reputational and financial risks to the council.

8. **Influence & Negotiation:** Ability to negotiate tailored support packages for vulnerable tenants; articulate sensitive scenarios and implement often challenging solutions.
9. **Equality & Diversity** – Excellent understanding of the principles of equality and diversity, ability to apply them to service provision, respecting confidentiality, and the dignity of others.
10. **Initiative:** Ability to be flexible and to use own initiative to achieve results taking personal responsibility for actions and outcomes, addressing issues and problems immediately, seeking support when necessary and continually striving to improve own performance.
11. **IT Skills:** Knowledge of GDPR and data management and to be able to maintain accurate and retrievable records of key actions and decisions.

Essential qualification(s) and experience

1. Experience of working with customers within a diverse community
2. Experience of dealing with vulnerable people
3. Experience of partnership and multi-agency working

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards