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| **Job Description** |
| **Post title** | Tenancy Sustainment Officer  |
| **JE Reference No** | N10397 |
| **Grade** | 7 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing - Housing Solutions  |
| **Reporting to** | Housing Team Leader |
| **Location** | Your normal place of work will be locality based, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be responsible for providing day to day delivery of the tenancy sustainment service, including the provision and coordination of effective support, advice and assistance to former rough sleepers and those at risk of homelessness to ensure that they can maintain their tenancies.

Provision of a high standard tenancy support, advice, guidance and coordination of support to assist rough sleepers and those at risk of homelessness in accessing accommodation and securing tenancies. You will also work to ensure the delivery of a set number tenancies from social and private landlords under the Rapid Rehousing Pathway Project.

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| **Duties and responsibilities** |

* To take responsibility for a caseload of tenants under the Rapid Rehousing Pathway Project.
* To provide advice and support; including negotiations with landlords and other third parties to ensure provision of tenancies to rough sleepers and those at risk of becoming homeless; including financial assessments, maximisation of income and completing applications for discretionary Housing Payments and case monitoring; referring into necessary support organisations as required.
* Develop and maintain links with specialist support services and professionals to provide access to appropriate services for tenants, supporting & advocating for the tenant in accessing these services and attendance at meetings.
* To manage own caseload and ensure effective housing and support interventions are achieved based on client’s requirements through the proactive use of a range of services available; identifying additional services as required.
* Support tenants to access support, care and health services from other professionals that can support with interventions necessary to the individual.
* Support tenant with tenancy set up, successfully managing a tenancy, budgeting, accessing debt advice, maximising incomes, accessing employability services and other necessary support.
* Have a full understanding of tenancy rights and obligations and ensuring the tenant is aware of these.
* To attend and in some cases organise necessary case conferences with outside agencies, including social services, mental health teams, probation.
* To work in partnership with social and private landlords to ensure at least the number of tenancies specified under the Rapid Rehousing Pathway Project are delivered.
* Contribute to the continuous improvement of the service and be involved in service reviews and the development of procedures and good working practices
* Keep up to date with all relevant legislation, guidance and case law with regard to homelessness and allocations ensuring any change to legislation is drawn into the service
* Develop good working relationships with statutory, voluntary and private sector agencies and to encourage a co-ordinated approach to enable the best possible service with the aim of preventing homelessness or repeat homelessness.
* Work with other agencies, in particular social and private landlords to assist in securing suitable accommodation.
* Undertake home visits as required.
* Ensure necessary date is collected and reports compiled to assist Durham County Council comply with funding requirements.
* Maintain effective and productive working relationships with support agencies, partners, advocates and carers to ensure that a coordinated support, benefit and care package is provided to clients.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ L 3 or equivalent
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| Experience | * Experience within a housing, homelessness or support related service
* Experiencing of supporting people in tenancies.
* Working in a similarly challenging role
 | * Local Government Experience
* Experience of giving support to vulnerable people
* Experience of working with rough sleepers
* Experience of writing, implementing and supporting through support plans
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| Skills & Knowledge | * Knowledge of housing and homelessness legislation
* Good verbal and written communication skills
* Ability to work to deadlines and organise/prioritise workload
* Good ICT Skills
* Good interpersonal skills including ability to work as part of a team and in partnership with a wide range of external agencies
* A good understanding of housing opportunities and policies
* The ability to deal with people effectively and sympathetically in sometimes difficult and sensitive situations
* Be able to work as part of a team and support other colleagues in their roles
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| Personal Qualities | * Full clean driving licence
* Access to a vehicle for work purposes
* Flexible and willing to work outside normal working hours when required.
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