

Job Description

Post Title	Team Leader – Tenancy Sustainment
Job Evaluation	E00051
Grade	12
Service	Regeneration, Economy & Growth
Service Area	Planning and Housing
Reporting to	Assistant Housing Manager
Location	Your normal place of work is Seaham or Crook, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post is subject to an Enhanced disclosure (BBL).
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

Description of role

The post holder will be responsible for line management of a team of Tenancy Sustainment Officers (TSOs), for Durham County Council's properties, ensuring correct and necessary support is given to clients and a multi-agency approach is taken.

This includes supporting the delivery of RSAP values, assessing and managing client risk in Durham's housing stock.

Duties and Responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

- To support the Assistant Housing Manager in the delivery of support to complex needs clients via RSAP or homeless families.
- Ensure representation or coordination of all MAPPA/MARAC/TAF/MDT functions achieving the best outcomes for Durham's tenants.
- To distribute, oversee and support Tenancy Sustainment Officers with caseloads to ensure effective outcomes are achieved based on client's requirements including carrying out 1-1s and supervision.
- Complete regular reflective practice sessions with staff to promote good practice whilst sharing skills knowledge and experience.
- Oversee support planning, risk assessments and interventions for all Tenancy Sustainment Officer clients, ensuring full, comprehensive support packages are in place. Regular reviewing of cases and communication with tenants directly.
- Liaise closely with necessary services to ensure children and families in Durham's stock are supported to live full, healthy lives.

- Experience of safeguarding policies, inter-departmental working and escalation as required. Experience of dealing with safeguarding issues and attending relevant multi-agency meetings.
- To carry out file audits on a regular basis, giving advice to Tenancy Sustainment Officers
- Contribute to the continuous improvement of the service and be involved in service reviews and the development of procedures and good working practices.
- Develop good working relationships with statutory, voluntary and private sector agencies and to encourage a co-ordinated approach to enable the best possible service.
- Liaise with other colleagues within Durham County Council and other agencies to ensure all clients are effectively supported and progress with accommodation pathways.
- Deal with any complex and sensitive issues and responding to any complaints and enquiries.
- Review and coordinate team performance and monitoring mechanisms

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.

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.

Person Specification

Attributes	Essential	Desirable
Qualifications	- NVQ Level 3 or equivalent - Safeguarding Level 2	- A relevant degree - Evidence of further professional development - Member of the Chartered Institute of housing or other relevant professional body
Experience	- Experience of line managing staff. - Experience of partnership working to achieve desired objectives - Experiencing of determining, planning and managing risk within a social housing setting - Experience of performance monitoring - Experience of dealing significant safeguarding concerns. - Experience supporting clients with substance misuse, mental health issues, offending behaviours, domestic abuse or complex needs - Experience of supporting families with multiple and complex needs.	Experience of delivering evidence-based programmes such as restorative approaches, anger management or parenting programmes.
Skills and Knowledge	- Proven verbal and written communication skills - Good ICT skills - Effective interpersonal skills including ability to work effectively as part of a team and in partnership with wide range of external agencies - Ability to work within legislative framework and to keep abreast of changes in law, policy and best practice guidance - A good knowledge of housing and homelessness legislation - Knowledge of criminal justice systems - Knowledge of domestic violence	- Knowledge of financial and welfare benefit issues affecting housing costs - Knowledge of national and regional housing issues

	• Well-developed specialist knowledge relevant to working with individuals and families with multiple and complex needs • A good knowledge and understanding of substance misuse and mental health support services and interventions	
Personal Qualities	• Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance) • Flexible and willing to work outside normal working hours when required.	•