Job Description

Post title	Tenancy Sustainment Officer
Job Evaluation	N11016
Grade	9
Service	Regeneration, Economy & Growth
Service area	Housing, Communities & Leisure – Building Safety & Standards
Reporting to	Team Leader
Location	Your normal place of work will be Seaham or Crook Offices, 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

To provide a comprehensive, pro-active and intensive intervention package to individuals and families who have multiple and complex needs. The aim of the role is to secure suitable accommodation, reduce rough sleeping risks, ensure tenancy sustainment, assist them to make sustainable changes and reduce their barriers to employment.

Duties and Responsibilities

- Manage a caseload of medium to high complex needs clients, ensuring a smooth transition from rough sleeping to suitable accommodation.

- 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 & arranging and chairing multi-disciplinary teams as necessary.

- 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 appropriate tenancies are secured for rough sleepers and complex needs referrals are supported appropriately.

- 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.

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 in a housing or support related field.	• Evidence of further Professional Development • Qualified Member of the Chartered Institute of Housing
Experience	• Experience of delivering therapeutic interventions • Experience of complex support work • Experience of multi-agency working • Experience of working in a similarly challenging role • Experience of carrying out risk and needs assessments of service users and develop and implement effective support plans • Experience supporting clients with rough sleeping, substance misuse and mental health issues • Experience of liaising with other departments and external organisations	• Supporting individuals into education, training and employment
Skills and Knowledge	• Excellent verbal and written communication skills • Ability to effectively plan & manage a high-volume workload • Ability to use computerised systems to manage data to aid decision making • Well-developed specialist knowledge relevant to working with individuals and families with multiple and complex needs • Knowledge of safeguarding policies and procedures for children and adults • Negotiation and mediation skills • Excellent motivational skills • Effective interpersonal skills including ability to work effectively as part of a team and in partnership with wide range of external agencies • Problem solving skills and innovative: ability to find creative solutions & to implement change	• Knowledge of Welfare Reform

Personal Qualities	• May be required to work outside of normal office hours. • Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). • Committed to equality of opportunity in employment & service delivery • Outcome and achievement focussed • High commitment to customer care	