



JOB DESCRIPTION & Person Specification	
Job Title:	Home Turf Lettings (HTL) Tenancy Sustainment Officer
NJC Scale Point:	20-26 depending on experience, pro rata for part time roles.
Hours:	37.50 hours per week and such additional hours as are required by the business from time to time. The hours will usually be worked 09:00-17:00 Monday-Friday Flexible working may be available subject to the requirements of the service, the business and operational management.
Annual Leave:	26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days).
Location:	Kingswood and any other location reasonably requested by the organisation. The role will require a significant amount of travel across the region and the use of a car and willingness to use it for the purposes of this role is an essential requirement.
Pension:	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
Accountable to:	Home Turf Lettings Service Manager
Accountable for:	N/A

Principle Purpose of the Job

To ensure that all HTL tenants are able to sustain and succeed in their tenancies through effective assessment, tenancy sustainment advice and housing and rent management; including working with specialist agencies to broker in support in line with the tenants identified needs.

Key Duties and Responsibilities

- Be the main point of contact for potential new tenant's applications and referrals, building strong partnership relationships with internal and external partner agencies that refer into the service.
- Manage all applications and referrals into the service, conducting a robust and fair assessment of applications to ensure that all incoming new tenants are suitable for the property they are applying for and meet the criteria for being housed with HTL.
- Inducting new tenants into their properties and tenancies, making sure they understand their rights and responsibilities and that they 'settle' into their new home e.g basic knowledge of the property, supporting the tenant to set up benefits and bills payments.
- To carry out effective and regular monitoring of HTL tenants rent accounts, ensuring that payment issues are identified and dealt with quickly and efficiently and in line within expected timescales, policy and procedure.
- To build strong relationships with HTL tenants whereby there is a culture of those tenants contacting HTL *before* issues occur and enabling the prevention of arrears and/or other tenancy issues.
- To facilitate regular house meetings in shared accommodation ensuring that tenants are involved in a meaningful way and to ensure any household disputes are dealt with effectively; taking a mediatory role and/or implementing HTL's fair warning procedure, where necessary.
- To address the intensive support needs of vulnerable tenants through appropriate advice, assessment, referral to and collaborative working with specialist support agencies, seeking appropriate resolutions for tenancy sustainability and monitoring outcomes.
- Working alongside HTL's Property Management Co-ordinator to ensure tenants use properties safely, that properties remain compliant to any health and safety and legislative requirements and that repairs and maintenance problems are resolved within target timescales and budget.
- To prevent rent arrears from occurring, seeking sustainable resolution where they do and if possible - including resolution of benefit issues/problems through effective advice and sign posting to specialist partners.
- To follow HTL's Rent Management and Arrears policy and procedures where arrears do occur and where necessary issuing tenancy Notices and applying for possession proceedings through the county courts.
- Effective and priority management of any Anti-Social Behaviour (ASB) in any of HTL's properties.
- To ensure that where a tenancy cannot be sustained, alternative and suitable housing options are successfully accessed (including through HTL) and that landlords are retained by HTL so that the property can be re-let to another tenant.

Organisational Responsibilities

1. At all times adhere to DHI policies and procedures, with specific reference to:
 - Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
 - Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and General Data Protection Regulations (GDPR) all policies and procedures relating to Information Governance and security of data.
 - Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI's Equality and Diversity Policy.
 - Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
 - Quality Assurance: to ensure all activities are managed in a way that supports DHI's Quality Assurance systems.
 - Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
 - Lone Working: to work in accordance with the DHI Lone Working policy and procedures.
2. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
3. Participate in the organisational planning processes and contribute to the establishment of DHI's business plan.
4. To perform as part of Home Turf Lettings and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
5. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Developing Health & Independence

Tenancy Sustainment Officer

PERSON SPECIFICATION

Essential Skills

- Excellent level of IT literacy in MS Office products, organisational skills and case management systems.
- Excellent knowledge of housing and welfare benefits and associated legislation.
- Understanding demonstrating an excellent level of knowledge and awareness of the principals of effective rent arrears prevention and management.
- Proven track record of working in partnership with a variety of internal and external stakeholders to deliver positive outcomes.
- Experience or demonstrable behaviours which show an ability to positively motivate tenants in sustaining their tenancy.
- A good awareness of the effects of homelessness and the challenges vulnerable people on low incomes face in being able to successfully sustain a tenancy.
- Experience or demonstrable behaviours which show an ability to deal with challenging behaviours and conflict resolution.

Desirable Skills

- Experience of working within housing management either for a Registered Provider, Charity or the Private sector
- Knowledge or a good awareness of legislation in relation to the private rented sector especially tenants rights and responsibilities in a private rented sector Tenancy