



Job Description

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| Job Title: | Tenancy Sustainment Advisor |
| Grade: | EVH Grade 6 (Spinal Points PA17 – PA20) |
| Salary: | £33,409 - £36,523 per annum pro-rata |
| Responsible to: | Housing Manager, Director of Housing and Customer Service, and to the Chief Executive |

Key Aims of the Post

The key aim of the post is to support tenants to reduce the risks that can threaten the sustainability of their tenancy and maximise the opportunities for tenants engaging with appropriate support agencies and organisations through effective partnership working. This involves:

- In conjunction with housing officers, assist and support tenants who may be experiencing challenges or have particular vulnerabilities to understand their tenancy responsibilities
- Work closely with those tenants most at risk of tenancy failure through creating and implementing preventative approaches which minimise the risk of tenancies failing
- In conjunction with the Financial Inclusion Officer, monitor who accesses the service and update and record outcomes from the service
- Record, monitor and demonstrate outcomes from the engagement and identifying support which has been provided across the services
- As part of the wider Housing team seek to maximise the uptake of opportunities that arise from the partnership working and help achieve our mission statement of a vibrant community where everyone can prosper

Key Responsibilities

- To assist Elderpark Housing meet its strategic and operational objectives as detailed within the Association's Business Plan and work closely with other staff within the Housing Management department and the wider organisation to seek to maximise rent collection, promote tenancy sustainment, and identify opportunities for tenants to engage within the community



- Under the guidance of the Housing Manager, assist the housing officers in identifying the needs of those most at risk of tenancy failure to help sustain their tenancy and work with partner organisations, including statutory organisations to obtain the support which they would receive most benefit from
- Work with colleagues to implement our strategic aims to by referring tenants to employment and training initiatives and other relevant organisations.
- Support the promotion of digital inclusion by being a Digital Inclusion Champion which acts as a tool to support tenancy sustainment
- Support the Financial Inclusion Officer to maximise the designated outcomes of the service, including ensuring that the service users are effectively targeted or signposted, outcomes measures and resources are effectively utilised.

Principal Responsibilities and Duties

Tenancy Sustainment

- Assist housing officers in managing a caseload of tenants with varying levels of support needs, focusing on sustaining "at risk" tenancies, as guided by the Housing Manager and Housing Officers
- Refer tenants at risk of tenancy failure to relevant agencies to assist them to manage challenging situations, for example addiction, mental health or any other issues which increase their risk of vulnerability. Ensure any referrals made are reviewed regularly and outcomes sought from the partner organisation as appropriate
- Ensure that a process of regular and structured visits/ contact is built into support plans with the tenant who is at risk of tenancy failure as part of any casework referred by the Housing Manager and Housing Officers
- Ensure that those tenants are provided with information and guidance to assist them to understand their tenancy responsibilities and the routes to support which may be available to them
- Work closely with other professionals, agencies and partners to provide a holistic approach to sustaining tenancies by co-ordinating meetings when necessary and attending external meetings concerning the tenant at risk of tenancy failure's support needs.

Promotion of Opportunities through Partnership

- Working with colleagues promote opportunities to our tenants that align with our vision, business plan, and community regeneration plan



- Update records, attend meetings with partners and participate with wider networks to understand the development of the services which may add value to our tenants and the organisation
- Communicate the development of these services to the wider team and where appropriate taking the lead role in integrating these services within the organisation
- Communicate opportunities with tenants using our tenant engagement platform, by attending specific events and via our newsletter and website.

General Duties

- To promote and publicise tenancy sustainment services through newsletters, websites, and social media
- To ensure confidentiality for those engaging with the service and develop a culture of trust for the tenancy sustainment role
- To maintain accurate records including the collection of appropriate information and data relating to the case including aspects around equality, demographic, route to tenancy and key reasons for potential tenancy failure etc.
- Continually monitor the effectiveness of the service providing relevant and timely information to the appropriate colleagues for reporting purposes.

Other

- Ensure compliance with the Association's Health and Safety policies and raise any unsafe conditions and practices to their line managers
- Attend training sessions, both internal and external, as required
- Where required be available to work outside office hours to deliver services that meet the needs of the organisation and our service users
- To actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants, and external agencies
- Represent the association at internal and external meetings
- Any other duties specified by the Housing Manager, Director of Housing and Customer Services or CEO that would be considered reasonable within the general level of responsibility attached to the post.



Tenancy Support Advisor

Person Specification

| Experience and Qualifications | Essential | Desirable |
|---|------------------|------------------|
| Experience within a successful Registered Social Landlord or housing related organisation | | x |
| Experience working with potentially challenging clients who may have a range of needs and issues | x | |
| Demonstrable experience in achieving positive outcomes for vulnerable people | x | |
| Educated to degree level in a relevant discipline or a related professional qualification in housing (CIH Level 5 or above) | | x |
| Experience of promoting equality and diversity, removing barriers to inclusion. | x | |
| Experience of maintaining administrative system across different IT packages. | | x |
| Experience of marketing and promoting services across a wide and varied audience ensuring barriers for engagement are removed | X | |
| Knowledge | Essential | Desirable |
| Knowledge of developing and implementing tenancy sustainment strategies | x | |
| Wide knowledge of the nature and purpose of the statutory, third sector and voluntary agencies which can support tenancy sustainment | x | |
| Knowledge of relevant housing legislation to tenancy management | | x |
| Knowledge of the different funding mechanisms and opportunities available to support the achievement of effective tenancy sustainment | | x |
| Up to date knowledge of the current regulatory framework and the context in which Elderpark Housing Association operates | | x |
| Skills and abilities | | |
| Excellent interpersonal and engagement skills, with the ability to communicate effectively at all levels | x | |
| Strong motivation and commitment to representing Elderpark HA in a positive light | x | |



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| Ability to form and maintain key partner relationships | x | |
| Ability to collate statistics, create reports using IT packages and implement a robust monitoring and evaluation framework | x | |
| Is able to demonstrate empathy, care and an overt willingness to support the tenant to maintain their home | x | |
| Excellent skills at planning and prioritising workload with the ability to work within own initiative | | x |
| Good IT skills including word processing, Excel, email and other software packages | | x |
| Flexibility and Adaptability | | |
| Flexibility and a willingness to respond to the changing needs of Elderpark HA | x | |
| Ability to be proactive in the creation, development and implementation of services offered to tenants. | x | |
| Flexibility in working arrangements (willing to work outside normal working hours when required) | | x |
| Other | | |
| Take responsibility for self-development and continuous improvement | | x |
| Understand your strengths and weakness to utilise these to achieve solutions will under pressure | x | |
| A valid driver's licence and access to a vehicle for work purposes | | x |