

**Job capsule supplementary information**

Position	Tenancy Sustainment Officer
Department/ location	Housing Options
Reports to	Homeless Prevention Manager
Staffing responsibilities	None

**Role purpose**

The key purpose of the tenancy sustainment role is to provide a high standard of housing advice in order to keep customers within their homes. The role will be required to deal with more complex tenancy sustainment cases by conducting in depth casework on a range of areas.

The role will contribute to the reduction in the number of households going into in temporary accommodation and living within unsuitable housing in the borough.

**Main duties and responsibilities**

- To provide a specialised housing advice service to clients in housing need including complex landlord and tenant disputes, disrepair, mortgage and rent arrears and welfare benefits
- To prevent homelessness and resolve housing difficulties through good quality casework and by using a range of prevention tools
- To help maximise the income of households by advising on back to works programmes, claims for welfare benefits, Discretionary Housing Payments, Crisis Fund and Homeless Prevention Fund
- Where prevention is unsuccessful, to provide comprehensive housing options advice and if needed a seamless handoff to the housing assessment function
- To respond to threats of illegal eviction and landlord harassment ensuring that cases are managed appropriately so that there is sufficient evidence to pursue prosecutions in accordance with the Protection from Eviction Act 1977
- To work effectively with landlords to sustain tenancies whilst also building positive relationships
- To holistically assess a customer’s circumstances by conducting interviews, undertaking visits to customers in their homes and maintain accurate case notes and accurate information on databases
- To be able to understand and analyse complex information and to effectively communicate at all levels either face to face, by telephone, in writing or electronically, for example, with senior managers, solicitors and customers whose first language may not be English
- To ensure that personal knowledge of relevant housing advice and legislation is kept up to date through the research and attendance at training provided by Barnet Homes including landlord and tenant law, welfare benefit regulations and property condition law.
- To work effectively with a range of partners including the council and third sector organisations and proactively promote the prevention agenda to achieve joint outcomes for customers
- Provide training and support on tenancy sustainment to Barnet Homes, council services and partner
- To detect and report any incidents of suspected fraud to the relevant manager and to liaise with other departments such as the councils Corporate Anti-Fraud Team (CAFT), Housing Benefit, Internal Audit and Legal
- To follow safeguarding procedures and policies to ensure vulnerable children and adults with housing difficulties receive the right services at the right time.

- To work closely with internal and external colleagues, including social services, our contractors, occupational therapists, education services, support workers, hospitals and other medical professionals.
- To be committed to providing constructive feed-back to and ideas to colleagues about the quality of the service, system and procedures being provided to customers in order to ensure the Service continually improves from the customer's perspective.

## General Obligations

### **Performance management**

Ensure that performance targets are met and a culture of performance management, customer care, value for money and resident / service users' empowerment is embedded across the Group

### **Flexibility**

Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.

### **Health and Safety**

All employees have a legal duty to ensure the health and safety of people at work and members of the public in premises or sites controlled by The Barnet Group in accordance with safety legislation and The Barnet Group safety policy.

### **The Barnet Group's commitment**

Deliver The Barnet Group's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services The Barnet Group delivers.

Promote and demonstrate commitment to a culture of safeguarding children, young people, and vulnerable adults.

## Person Specification

**Job title:** Tenancy Sustainment Officer

### Education, Qualifications, Memberships

Essential: Degree level education or equivalent through relevant training/experience

### Experience

**Essential:**

- Proven track record of partnership, multi-agency working and networking skills
- Proven track record of working within an advice setting

**Desirable:**

- 12 months experience of a customer facing role within housing

### Skills and Knowledge

**Essential:**

- Strong working knowledge and understanding of housing law, landlord and tenant law and welfare benefits regulations
- Excellent oral and written communication skills and the ability to effectively engage with a diverse range of audiences, including managers, landlords, solicitors and vulnerable customers, in a courteous and professional manner and at times in stressful situations
- Ability to liaise effectively with other agencies and voluntary groups
- Ability to resolve difficult and confrontational situations
- Ability to maintain accurate case notes ensuring they are completed in a timely manner within target timescales and to maintain information on databases
- Ability to ensure that cases are handed over seamlessly to colleagues
- Ability to prioritise well within a challenging workload, particularly to ensure the most urgent enquiries are dealt with appropriately
- Ability to work effectively and flexibly as part of a team and to support colleagues, including managers, within a team
- Ability to operate effectively in a changing environment, to develop and acquire new skills and knowledge
- The ability to apply learning in the workplace to support continuous improvement of business systems for the benefit of customers
- A demonstrably high standard of verbal and written literacy and numeracy
- IT Literate: Ability to work with databases and MS Office applications

**Desirable:**

- Knowledge of latest legislation such as immigration and welfare benefits (Landlord and Tenant Acts, Housing Acts 1996,1988,2002, Homelessness Code of Guidance, Allocations Code of guidance, Protection from Eviction Act 1977, Children's Act 1989 and Localism Act 2011.

Values	Behaviour Indicators
<ul style="list-style-type: none"><li>• Show respect</li></ul>	<ul style="list-style-type: none"><li>• Treat other people as you wish to be treated yourself</li></ul>
<ul style="list-style-type: none"><li>• Find solutions</li></ul>	<ul style="list-style-type: none"><li>• Think outside the box, and be innovative</li></ul>
<ul style="list-style-type: none"><li>• Make a difference</li></ul>	<ul style="list-style-type: none"><li>• Go the extra mile to show your customers you really care</li></ul>
<ul style="list-style-type: none"><li>• Be person-centred</li></ul>	<ul style="list-style-type: none"><li>• Treat everyone you meet as an individual, and remember, one size does not fit all</li></ul>