**Job Description**

**Tenancy Sustainment Coordinator Officer**

**Role Profile** **HOU002**

**Service/Team** **Tenancy Sustainment Support Team**

**Reports to** **Senior Tenancy Sustainment Officer**

**Number of posts** **1**

**Grade BCP Grade G**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring support they need is available to help maintain their homes and prevent homelessness.**

**Job Overview**

To coordinate support, monitor vulnerability assessments, and implement safeguarding procedures to sustain tenancies and prevent evictions for BCP Homes residents.

**Key Responsibilities**

1. Organise workflow and caseloads for the team.
2. Provide support, advice and guidance in line with best practice.
3. Maintain caseload of clients.
4. Assist the Senior Tenancy Sustainment Officer in ensuring the BCP Homes Safeguarding procedure is followed and monitored.
5. Work effectively across BCP Homes and wider BCP council services to ensure identification of vulnerable residents with support needs and clear referral pathways.
6. Attend and arrange multiagency case conferences including Multi-agency Risk Management meetings when required.
7. To oversee the Multi-Agency Risk Assessment Conference (MARAC) for BCP Homes by gathering information from all relevant sources to create a detailed weekly report, attend the conference to present the findings and follow up on any actions.
8. Work with Strategic Housing and Partnerships to implement procedures which assist in the prevention of homelessness.
9. Identify any support needs pre-sign up, using the vulnerability indicators and Resident Information Form.
10. Liaise with Social Services and other related agencies to report and follow up safeguarding concerns.
11. Ensure that risk assessments and risk management plans are completed where necessary and that staff are aware of risk management.
12. Forge close links to work in partnership with key stakeholders including drug and alcohol and mental health services, health and social care in delivering support services to vulnerable residents and leaseholders.
13. Promotion of the Tenancy Sustainment service both within BCP council and with key partners and organisations.
14. Continual improvement of service to ensure effective and efficient working practices.
15. Monitor support outputs and outcomes ensuring timely completion of information for KPIs and the commentary of explanation for governance.
16. Deputise for the Senior Tenancy Sustainment Officer where required including case supervision.

**Specific Qualifications and Experience (Essential/Desirable)**

* Providing housing support to vulnerable individuals (E)
* Preparing and reviewing support/care plans (E)
* Experience of partnership working (E)
* Good standard of general education, including English and Maths (E)
* Relevant professional qualification desirable, or prepared to undertake (CIH or similar) (D)

**Personal Qualities & Attributes**

1. Excellent skills in motivation and listening to people (E)
2. Excellent communication skills both written and verbal (E)
3. Excellent organisational and time management skills (E)
4. Ability to work independently (E)
5. Able to work effectively under pressure and meet deadlines and remain calm in challenging situations (E)
6. IT literate, including MS Word, Excel, Outlook and Internet (E)
7. Enthusiastic and energetic team player (E)
8. Ability to empathise with and motivate clients (E)
9. Ability to communicate with people from diverse backgrounds and at all levels (E)
10. Able to maintain professional boundaries and work confidentially (E)
11. Good negotiation skills (D)

**Job Requirements**

* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.