**Job Description**

**Tenancy Support Officer**

**Role Profile** HOU002

**Service/Team** BCP Homes

**Reports to** Senior Tenancy Sustainment Officer

**Post number** **111626**

**Career Grade** **BCP grade G**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring I help people to resolve their housing circumstances.

**Job Overview**

To provide an excellent service to social housing tenants who are under-occupying within the BCP Council area, providing practical support and information to find and move into more suitable accommodation.

Work with social housing landlords creatively to incentivise house moves to release family and general needs accommodation.

**Key Responsibilities**

* To identify tenants under-occupying or moving from general needs properties to sheltered housing in council or Registered Providers’ housing stock within the BCP Council area.
* To proactively work with tenants to find accommodation more appropriate for their needs.
* To provide a tailored and flexible customer-focused service through a wide range of activities:
  + Co-ordinating removal tasks to facilitate the move
  + Identifying support needs
  + Prioritising recipients of Discretionary Housing Payments
  + Signposting for welfare benefits advice
  + Improving health & wellbeing
  + Identifying disability needs
  + Liaising with statutory services in social care and health
* To liaise effectively with other teams within BCP Council. Registered Providers and external agencies to build excellent links.
* To promote and develop the Transfer Enabling Scheme (TES).
* Provide key performance information and data to improve service delivery and optimise performance.
* To manage the budget and identify the cost benefit from the service outcomes
* To visit those tenants eligible under the Transfer Enabling Policy to explain and promote the benefits of moving and the incentives available.
* To tailor a package to support the tenant to move, involving liaising with removal companies, utility providers, key workers, and other relevant agencies.
* To continue with initial support immediately after moving, to refer to the Tenancy Sustainment service or other voluntary/statutory services when ongoing support needs are identified.
* To liaise and work with carers and family of tenants who are under-occupying, signposting, and offering relevant support in maintaining their caring role where appropriate.
* To ensure tenants views are considered in all decisions that affect them.
* To accurately maintain files and IT based recording systems and provide statistical performance information as required.
* To develop links with other service providers such as in the charitable/ voluntary sectors.
* To encourage tenants to be involved in service improvements and development.
* Maintain personal and professional development to meet the changing demands of the job and participate in appropriate training activities.
* Undertake such other duties as may be required from time to time, commensurate with the level of the post.
* Comply with all decisions, policies, and standing orders of BCP Council and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act.
* Be an effective team player and assist in covering other members of the Tenancy Sustainment team.

**Job Requirements**

* Enhanced Criminal Records Check (DBS)
* Ability to speak fluent English
* 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

**Person Specification:**

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| Attributes | Criteria | **Method of Assessment** |
| Experience | * Experience of providing support to social housing or private rented tenants * Experience of customer focused services in a multi-agency setting * Extensive experience in supporting vulnerable people * Experience in finding positive solutions | Application  Interview |
| **Qualifications**  **& Training** | * Good standard of general education, including English and Maths | 1. Application 2. Certificates |
| **Aptitudes****& Abilities** | * Strong communication skills * High standard of literacy * Enthusiastic and energetic team player * Ability to empathise with tenants * Ability to communicate with people from diverse backgrounds and at all levels * Good negotiation and motivational skills * Ability to use initiative and work to tight deadlines without close supervision * Ability to prioritise work and time-manage * Good IT Skills including MS Office (Word, Excel, PowerPoint, Outlook) | 1. Application 2. Interview |
| **Knowledge** | * Knowledge of statutory and voluntary sector support services for vulnerable individuals * Basic knowledge of public and private sector housing * Basic knowledge of welfare and benefit rights | 1. Application 2. Interview |
| **Attitude & Motivation** | * Flexible and cooperative working style * Commitment to excellent and responsive customer service and service delivery * Positive attitude to equality and diversity | 1. Interview |
| **Other Factors** | * Access to a vehicle for work purposes * Able to visit clients in the locality in their own homes which may involve climbing stairs * 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 | 1. Application 2. Interview |