**Job Description**

**Tenancy Support Officer**

**Role Profile** **HOU1**

**Service/Team** BCP Homes

**Reports to** Sustainment Manager

**Responsible for** N/A

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

**Post number** **111626**

**Career Grade**

**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 (Bournemouth, Christchurch, and Poole) area, providing practical support and information to find and move into more suitable accommodation. To work with social housing landlords creatively to incentivise house moves to release family accommodation.

**Key Responsibilities**

* Identify tenants under-occupying general needs properties in BCP within BCP Homes or Registered Providers’ housing stock.
* Proactively work with tenants who are under-occupying to find accommodation more appropriate to their needs.
* Provide a tailored and flexible customer-focused service through a wide range of activities:
  + Coordinating 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 and liaising with disabled adaptation co-ordinator
  + Liaising with statutory services in social care and health
* Liaise effectively with other teams within BCP Council and BCP Homes and external agencies including the Registered Providers to build excellent links.
* Promote and develop the under-occupation initiative, newly named the Transfer Enabling Scheme (TES)
* Provide performance information on the Transfer Enabling Scheme and monitor the budget.
* Source and utilise relevant sources of current data and information to prioritise those who are under-occupying larger properties.
* Continue with initial support immediately after moving, to refer to the BCP Homes Tenancy Sustainment Team or other voluntary/statutory services when ongoing support needs are identified.
* Liaise with the BCP Council to understand the property type demands and the property needs identified at the bespoke and complex housing groups.
* 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.
* Visit those tenants identified as under-occupying or gold banded social tenants for effective use of stock to explain and promote the benefits of moving and the transfer enabling scheme.
* Accurately maintain files and IT based recording systems and provide statistical performance information as required.
* Be an effective team player and assist in covering other members of the sustainment team.
* Provide support to residents with a range of vulnerabilities including learning disabilities, mental health issues, physical disabilities, substance misuse issues, behavioural problems, dementia and memory loss.