

<b>Job Title:</b> Intensive Tenancy Management Officer	<b>Role Profile Number:</b> PCDN96
<b>Grade:</b> M	<b>Date Prepared:</b> January 2022
<b>Directorate/Group:</b> Adults – Tenancy Services	<b>Reporting to:</b> Neighbourhood Housing Manager/Lead Neighbourhood Housing Officer
<b>Structure Chart attached:</b>	No

## Job Purpose

- To provide a dynamic and supportive short/medium term response to tenants identified as requiring intensive support to sustain their tenancy, including practical ‘hands on’ interventions as appropriate
- To enable tenant/s to become more independent, reduce any issues relating to isolation and foster empowerment in the management of their long term health and/or circumstances
- To reduce the risk of harm, via their own actions or inaction, to the tenant/s (and surrounding residents)
- To create sustainable positive change in terms of behaviours and wellbeing for the tenant/s
- To work with complex individuals to access support services, build local support network to ensure tenants have the ability to sustain their housing appropriately and avoid breaching tenancy conditions and enforcement action
- To create a support framework for tenants to enable long term sustainability by working with in-house services, partner agencies and voluntary and charitable sector. Encourage peer support within the community

## Key Accountabilities

- To deliver a referral service to respond to tenants who have been identified as needing intensive support due to the condition of their home as a result of unwise decision making and/or behaviour
- To undertake work possibly out of hours, which may occasionally include weekends and evenings, using your own transport, while ensuring your own personal safety at all times

- To work in collaboration and partnership with stakeholders to investigate causes behind property conditions and/or behaviours, promoting and encouraging tenant engagement with support services and options for alternative accommodation if required
- To offer practical and motivational support through regular contact and home visits to create the conditions for change for tenants who are at risk through self neglect and/or hoarding
- To support tenants to develop healthy lifestyles through improved understanding of the choices that they make and how this can impact on the sustainability of their tenancy
- Identifying the complex needs of often highly vulnerable and high risk tenants, which may include:
  - substance misuse
  - alcohol dependence
  - mental ill health
  - offending and violent behaviour
  - anti-social behaviour
  - individuals and/or families known to Childrens Services or Adult Social Care or Mental Health Services
  - victims of domestic abuse
  - and making appropriate referrals to relevant support services
- To maintain accurate records detailing referrals and outcomes against a designated success criteria
- To develop detailed support plans in collaboration with tenants so desired outcomes are clear and achievable
- To produce a monthly case summary report for Tenancy Services Managers
- To lead or contribute to multi-agency responses and communicate information between all stakeholders in order to increase access to support services for tenants and in doing so reduce the likelihood for housing enforcement
- To assist in developing best practice in providing tenancy sustainment and support service provision
- To work with individuals to build community ties through the engagement opportunities of work and volunteering with a view to moving them towards becoming economically active and empowered
- To attend team meetings and on-going training and development sessions, to share good practice and develop knowledge and expertise
- To keep abreast of local and national changes in services and opportunities, to ensure knowledge and

practice is up to date

- Facilitating the re-connection of individuals with their local community and services
- To ensure lone working policies and procedures are followed at all times
- As and when required, assist the Neighbourhood Housing Officers to gather evidence and information to facilitate access to tenants' homes and/or provide a safe working environment for Landlord's services such as Repairs and Gas Servicing
- To meet individual and team performance targets, including maintaining high standards of record keeping
- To collaborate with the housing enforcement team if enforcement is considered proportionate and necessary to achieving a legitimate aim
- To foster and maintain good relationships with internal and external partners and stakeholders to ensure the best chance of delivering successful outcomes

### **Supplementary Accountabilities**

- Ensure all Health and Safety requirements are met. In particular where staff are engaged in 'lone working', engage with systems that are in place to ensure communication and the monitoring of staff safety
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development as well as promoting equality and diversity best practice in all areas of work
- Ensure that any identified personal training needs are discussed with your line manager. Engaging in formal 1.2.1s and appraisals in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your line manager of any hazardous situations or risks of which you are aware

- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy
- Undertake any other duties that can be accommodated within the grading level of the post to meet the needs of the business

### **Knowledge & Experience**

- Knowledge of community networks and resources available across housing, health, social care and the voluntary & community sectors specifically in Swindon, but also regionally and nationally
- Knowledge of data protection requirements and safeguarding processes
- Experience of communicating clearly and sensitively with people both verbally and in writing to build good, positive relationships with people and their families
- Experience of working with empathy, patience and emotional resilience
- Experience of working in a challenging and dynamic environment while maintaining a calm and professional demeanor towards customers, partners and colleagues
- Experience of good time management skills employed to manage a workload with evolving and competing needs and priorities
- Experience of seeking support, consultation and advice from colleagues, including attendance at and positively contributing to professionals meetings
- Experience of working alone and as part of team
- Experience of using Microsoft and bespoke computer systems to store data, create reports and to communicate with customers, partners and colleagues

### **Qualifications & Skills**

- GCSE Grade A-C, or equivalent in English and Maths - Essential
- Current and full driving licence allowing the ability to visit tenants in a timely manner in their home, throughout the Borough of Swindon - Essential
- Must be fluent in the English language (as a requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role) – Essential
- A qualification in either the Housing, Health or Social Care sectors - Desirable

### **Decision Making**

- Autonomous decision making regarding the wellbeing of customers, including safeguarding referrals, within a framework agreed with line manager

### **Creativity and Innovation**

- Agile problem solving skills, exhibiting the ability to adapt and act accordingly to complex and changing situations to deliver positive outcomes for vulnerable people

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed:</b> None	<b>Responsibility</b>	None
<b>Typical tasks supervised/allocated to others:</b> None	<b>Asset Responsibility</b>	None

### **Contacts and Relationships**

- Tenants, their family and friends
- Neighbourhood Housing Officers
- Housing Enforcement Officers
- Lettings Team
- Repairs Surveyors
- Rent Income Officers and Tenant Money Advisors
- Adults & Children Services
- Mental Health Services
- Police
- Members

### **Other Key Features of the role**

A hybrid model of office and home based working will apply to this role.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	