

ADULLAM HOMES HOUSING ASSOCIATION LIMITED

Role Profile

POSITION	Tenancy Sustainment Officer
RESPONSIBLE TO	Team Leader
SALARY	£24,180 per annum
CONTRACTED WORKING HOURS	37.5 hours per week worked on a rota
LOCATION	Bolton
DISCLOSURE LEVEL	Enhanced with Barred List Adult Only DBS

Our Mission	“Restoring hope and dignity”
Our Values	Valuing the Individual Integrity and Fairness Striving for Excellence
Our Association	Adullam provides quality accommodation and support as an organisation motivated and informed by our Christian ethos.

PURPOSE OF THE JOB

This is a key post contributing to the delivery of Adullam’s housing services to its residents. Working within Association’s corporate aims and objectives you will deliver a customer focussed service.

The post holder is responsible for developing and delivering a person-centred support package that is tailored to suit the needs of each individual accessing the service. The support should assist service users in developing the skills required to build resilience to maintain independent living and either move on into permanent housing.

You will co-ordinate tenancy management and rent collection to ensure all housing management income is collected effectively.

You will ensure fair access, process of applications, relevant background checks and allocation of vacant properties.

You will ensure supported accommodation is available for use, ensuring no vacant properties and void turnaround time is minimised.

You will ensure H&S and property standards are maintained and work effectively as a team member delivering excellent services to Adullam Residents.

You will be expected to ensure your relationships with colleagues and external agencies are effective and professional and contribute to the Association’s values, culture and ethos.

Key Responsibilities

1. Property Management

- 1.1 Assure compliance with Management Agreements and Leases and report as required to partner landlords on housing management performance.
- 1.2. Ensure the appropriate actions are undertaken for disposal or acquisition of properties.
- 1.3. Effectively work for the efficient turnaround of void properties to ensure quick re-let: with pre-let and post let checks, ensuring repairs and replacements are completed quickly. You will ensure supported accommodation is available for use in line with local Key performance Indicators.
- 1.4. Oversee and carry out where necessary the basic cleaning and room turnaround tasks to ensure Adullam's standards are maintained.
- 1.5. Carry out regular H&S checks as determined by the client group, management agreements and Adullam's policies.
- 1.6. Support and empower residents to maintain cleanliness of communal and personal space in accordance with their tenancy / licence agreement.
- 1.7. Ensure the properties are let to Adullam Standards and maintained as such, monitoring properties for damage or abandonment or misuse.
- 1.8. Ensure the process for Gas Safety checks is strictly adhered to and residents are aware of their obligations.
- 1.9. Ensure that accommodation furnishings and Welcome Packs are available for new lets. Order replacement furniture. Maintain inventory and agree the condition of accommodation at the point of re-let with the new tenant and again when the tenant is leaving.
- 1.10. Recharge the resident for any damage or missing items from the inventory.

2. Fair Access and allocation

- 2.1 To generate referrals and promote accommodation vacancies by liaising with partner agencies. (e.g. Housing options, Single Point of access).
- 2.2. Manage referrals and assess risk ensuring fair access to accommodation in line with specialist selection criteria.
- 2.3 Complete relevant background checks, obtain landlord references, to assess to evidence client application and suitability.
- 2.4 To assess priority of need and manage the accommodation waiting list ensuring no vacant properties and void turnaround time is minimised.

3. Tenancy Management and Support

- 3.1. Assist service users to achieve jointly agreed objectives set within their support plan, to liaise with external agencies as and when required.
- 3.2. To support and assist service users in maintaining appropriate accommodation, working in partnership with other relevant agencies.
- 3.3. To deliver Drop In Sessions & Group Work for the service users, offering assistance to resolve immediate needs or to sign post on to other relevant services
- 3.4. To support an allocated case load. This will be determined by the needs of the service and will vary according to whether cases are floating support or based within temporary accommodation.
- 3.5. Ensure adequate induction of residents, ensuring they are aware of the input given by Housing services.
- 3.6. Ensure the letting of property is in line with local policy with sign up where necessary. To meet with new residents at the point of move in, as part of their induction and understanding of their tenancy responsibilities and rights.
- 3.7. Monitor and enforce any breaches in occupancy agreements, in consultations with support services teams.
- 3.8. Work pro-actively with residents and support staff to ensure residents understand and pay their rents and service charges and that payment options are put in place to support them to do so.
- 3.9. To co-work with multi-disciplinary teams and operational management in the

management of crisis and prevention of homelessness to sustain tenancies in line with statutory obligations.

3.10. Establish good relationships with neighbours. Ensure any concerns or incidents they have are responded to professionally and quickly. Record and deal with any neighbour complaints in accordance with Adullam procedure.

3.11. Support services with move-on of residents – identify accommodation options where appropriate and assist with applications.

3.12. Respond quickly to complaints and ensure any concerns or incidents reported are managed professionally and quickly.

3.13. Assertively manage incidents of harassment, ASB or discrimination in line with Adullam's policy.

3.14. Take appropriate action to terminate occupancy agreements including serving eviction notices together with the preparation of paperwork for court proceedings.

3.15. Ensure residents are visited regularly and supported regarding their obligations under the licence or tenancy agreement, in particularly rent payment and property maintenance.

3.16. Work in liaison with the asset management team to ensure the provision remains relevant to the residents needs and address issues of disrepair.

3.17. To coordinate successful transition from temporary accommodation to move on accommodation exploring all appropriate resources. E.g. Choice based lettings applications, bond schemes, trust fund application.

3.18. To Identify and address barriers to move on accommodation to ensure tenancies are terminated appropriately and legally to avoid risks and losses to Adullam wherever possible minimising any adverse impact on the resident.

4. Administration Duties

4.1. Ensure accurate I.T. and file records are kept on individual tenancies and properties particularly in relation to void management, tenancy sign up, anti-social behaviour, defects, complaints and terminations.

4.2. Regularly record on Adullam's IT reporting system to ensure all information is available to all staff.

4.3. Adhere to the administrative systems in place and ensure that communication within your immediate team and the wider team is effective.

4.4. Maintain accurate records on all properties and interactions with residents and work effectively with the support services to ensure a joined up and beneficial service to Adullam's residents.

5. Financial Management

5.1. Prioritise income maximisation and avoidance of loss of income through rent losses from voids and arrears. Work to Adullam targets around voids and rent loss.

5.2. Ensure compliance with all financial policies and procedures.

5.3. Work within budgets and strive for excellence whilst being cost effective.

6. Relationships and Partnerships

6.1. Effectively and professionally promote of the services to stakeholders.

6.2. Enhance effective working relationships internally with the support services teams, administration and central services, externally with referral agencies, other Registered Social Landlords and Local Authorities.

7. Quality / Cost Assurance

7.1. Report on performance monthly to line manager within deadline.

7.2. Provide responsive interventions to prevent escalation of situations and provide cost reduction practices.

7.3. Encourage and support meaningful resident involvement in all aspects of the services and embed Involvement at the core of the service provision.

7.4. Ensure that the Equality and Diversity Strategy and agenda are actively promoted in all areas of work and that the services are relevant and accessible to all.

7.5. Manage your own mileage to ensure cost effective use of time and travel.

7.6. Provide services which meet with our standards in the most cost effective manner.

8. Culture, Values and Behaviour

8.1. Articulate and personally demonstrate Adullam's values and behaviours.

8.2. Contribute to the building of a staff culture where every person feels empowered and valued.

8.3. Be flexible in approach and be prepared to participate in activities for the provision of service to residents, which may from time to time include stepping in to 'get a job done'.

8.4. Flexible working will be required to meet client need and on a rota or shift basis, including the occasional weekend work in relevant services.

9. Health and Safety

9.1. To be aware of the policies of the Association and ensure they are carried out and that good practice is maintained.

9.2. Ensure that the associations H&S system is updated with tasks are completed within time scales.

9.3. Advise residents of their obligations to H&S, especially with regards to the tenancy agreement.

9.4. It is your responsibility to take care of your own health and safety and that of your colleagues. See attached Appendix 1 - general employee H&S responsibilities. Once in post additional H&S responsibilities maybe delegated.

10. Co-production

10.1 Ensure Co-Production in all aspects of the services development, and embed Involvement at the core of service provision.

11. Personal Development

11.1. Contribute to the overall development of the Association by using individual skills.

11.2. To actively participate in own annual performance review, objective setting and any training identified as required.

12. General

12.1. To contribute positively to the Association's efforts to ensure "Value for Money" of Adullam's resources by delivering services with economy, efficiency and effectiveness

12.2. Any other duties that are deemed appropriate to the post.

12.3. The responsibilities of this post may vary from time to time without changing the general.

character of the post or level of responsibility entailed.

I have read and agree with the above, and the Health & Safety responsibilities, Appendix 1:

 Signed (employee)

 Date

Person Specification**Post:** Tenancy Sustainment Officer**Location:** Bolton**Please ensure these points are evidenced in your application****ESSENTIAL EXPERIENCE /KNOWLEDGE AND SKILLS**

- Specialist knowledge of the specified client group.
- Knowledge and practice in housing and tenancy management in relation to statutory obligations.
- Track record in effective tenancy management, particularly voids and arrears Management.
- Good understanding and experience of working with the client groups Adullam work with.
- Sound understanding of Housing Benefit regulations and welfare reform.
- A working knowledge of Health and Safety in the work place, implications for staff and residents.
- Communicates effectively both verbally and in writing, including letter and report writing.
- Plans and prioritises effectively. Good time management and organisation skills.
- Uses Information Technology to self-administer and for effective communication.
- Good interpersonal skills and ability to manage challenging and diverse client groups.
- An ability to manage risk effectively.

ESSENTIAL BEHAVIOURS

- An ability to demonstrate our values and behaviours and work within our Christian Ethos.
- A commitment to working within the Association's Equal Opportunity Policy and Codes of Practice.
- Flexible, approachable, positive and enthusiastic.
- Focussed on actions and achieving outcomes.
- Team player.
- Ability to positively challenge in an appropriate and respectful way.
- Customer focused interventions and creative solutions to problem solving empowering change.

GENERAL

- Promotion of service user involvement at all levels of service delivery.
- Must have driving licence and access to car for work purposes. The post-holder will be required to transport clients and colleagues on occasion.

DESIRABLE

- Professional qualification in relevant associated field.

Appendix 1

Health & Safety Responsibilities

All Employees

INTRODUCTION

The nature of our working environment does not permit us to write extensive rules governing every detail of health and safety at work. However, if you read, understand and follow these rules you will help to comply with your legal duty and contribute to the safe running of our workplace.

If you do not understand what is expected of you, or if you are unsure about our safety rules, speak your line manager as soon as possible.

GENERAL

- It is the duty of all staff to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Staff must not intentionally or recklessly interfere with any equipment or guidance provided in the interests of health, safety or welfare.
- It is the duty of all staff to report any dangerous work situation and any shortcomings in our safety arrangements so that we can take the necessary remedial action.
- Staff must become familiar with the contents of our Health and Safety Policy and Procedures and our Health and Safety Management System.

WORKPLACE

- Keep all access points free from obstruction, slipping and tripping hazards at all times.
- Never leave cables or bag handles trailing across floors unless absolutely necessary and then only if the appropriate warning sign is used.
- Keep your work area clean and tidy, regularly remove rubbish and waste materials.
- Clean up any spillage immediately. In the case of hazardous substances, refer to the health and safety data sheet and the specific risk assessment or report immediately to the site responsible person.
- Only use equipment that you have received training and instruction for, and which you are authorised to use.

FIRE SAFETY

- Read the fire notices displayed within the premises, make sure you know how to raise the alarm if you discover a fire and that you understand the evacuation procedure for your workplace.
- Do not prop open fire doors or tamper with firefighting equipment, such as extinguishers. Report any accidental use of firefighting equipment and damage to fire and exit doors.
- Smokers must only smoke in designated areas and dispose of smoking materials in a safe manner.

ACCIDENTS AND HEALTH

- All injuries, accidents and cases of ill health, including minor injuries, caused by or affecting your work must be reported to your line manager.
- Ensure the details of your accident and injury are recorded.
- Report all dangerous occurrences and “near miss” incidents.
- Report any medical condition you may have, or medication you are taking which could affect your ability to carry out your work safely.
- You must not work if you have taken any substance that could affect your ability to work safely.
- Report immediately any damage caused to property.
- If you see a situation which has the potential to cause an accident or injury, you must report it immediately.
- Co-operate with any incident or accident investigation.

HAZARDOUS SUBSTANCES

- Before you use any substance marked as hazardous, make sure that you have received training and information on its safe use and handling.

- Ensure that you always read and follow the instructions marked on containers prior to use.
- Do not transfer hazardous substances from one container to another.
- Return hazardous substances to any designated storage areas after use.
- Only dispose of waste hazardous substances as instructed. If you are unsure of what to do you must ask.
- Immediately notify your supervisor or manager of any spillage.
- If you have any concerns regarding the use of hazardous substances speak to your line manager or site responsible person.