

## Greatwell Homes

### Job Description

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| Post Title:  | Tenancy Sustainment Officer |
| Responsible to:  | Income Services Manager     |
| Responsible for:   | None                        |
| <b>Main purpose of the Job:</b>  |                             |
| <p>The Tenancy Sustainment Officer plays a vital role in supporting tenants to maintain their tenancies and achieve successful, independent living. This position focuses on identifying and addressing the challenges that may place tenancies at risk, working proactively to prevent homelessness and tenancy breakdown. The role involves direct support to tenants, close collaboration with internal colleagues, and effective partnership working with external agencies to provide wraparound support.</p> |                             |
| <b>Key Achievement Areas:</b>  |                             |
| 1. <b>Develop Tailored Support Plans:</b> Assess individual customer needs and develop personalised tenancy sustainment plans, regularly reviewing and adapting them to ensure they remain effective and relevant  |                             |
| 2. <b>Prevent Tenancy Breakdown:</b> Identify early warning signs of tenancy failure and take timely preventative action through support, mediation, and appropriate interventions..   |                             |
| 3. <b>Rent Arrears and Housing Issues:</b> Work closely with customers to address issues such as rent arrears & property condition concerns  |                             |
| 4. <b>Benefit Support:</b> Assist tenants with navigating the benefits system, including Universal Credit (UC), Housing Benefit (HB), and Discretionary Housing Payments, ensuring timely and accurate applications to maximise income..   |                             |
| 5. <b>Referral and Signposting:</b> Refer customers to appropriate external support services, such as mental health, substance misuse, and financial wellbeing services, to address complex and multiple needs..   |                             |
| 6. <b>Collaborative Working:</b> Work in partnership with Neighbourhood Housing Officers (NHOs), Income Recovery Officers (IROs), and external professionals to deliver integrated, wraparound support tailored to each customer.  |                             |
| 7. <b>Record Keeping and Reporting:</b> Maintain accurate, up-to-date case records using internal systems, and contribute to performance reports and case reviews as required.   |                             |
| 8. <b>Promote Independence:</b> Empower customers to develop the skills and confidence needed to sustain their tenancies independently and engage positively with their communities.   |                             |
| <b>Corporate Responsibilities</b>  |                             |
| To actively and effectively promote the organisations corporate values of respect, trust, one team, efficient and effective and empowered. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.   |                             |
| Play an active role in contributing to effective cross team working/departmental projects and provide cover for colleagues as required.  |                             |

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| To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.   |
| To ensure regulatory compliance and effective risk management within your role inline with the Risk Management Policy.   |
| To uphold the Associations commitment to Equality and Diversity.   |
| To be aware of your personal responsibilities regarding the Health and Safety at Work Act and ensuring that the Associations Health & Safety policy is adhered to in all aspects of your work.   |
| Act at all times within the organisation's rules, policies, procedures, standing orders, financial regulations and Code of Conduct.  |
| <b>Other</b>   |
| <p>This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. The post holder may be expected to:</p> <ul style="list-style-type: none"><li>• To carry out other duties not specified in the job description that are commensurate with this position, as requested from time to time</li><li>• Occasional work outside normal office hours including some evenings and weekends.</li></ul> |
| Job Descriptions are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the Association.  |

|                                    | Essential  | Desirable  | How Assessed* |
|------------------------------------|--|--|---------------|
| <b>Qualifications</b>              | GCSE education or equivalent through relevant training/experience.   | CIH Level 2 or above   | A             |
| <b>Experience</b>                  | Experience of working in a customer facing role, achieving successful outcomes in the delivery of services that meet customer need   |  | A/I           |
|                                    | Experience in developing support/action plans  | Experience of customer involvement and consultation techniques.                          | A/I           |
|                                    | Experience in delivering a housing management & support service to the elderly and vulnerable adults within the community.   | Experience of effectively managing anti-social behaviour and taking appropriate action   | A/I           |
|                                    | Experience of lone working   |  | A/I           |
|                                    | Experience working with customers facing issues such as rent arrears, mental health, addiction, or ASB   |  |               |
| <b>Skills/Knowledge/Behaviours</b> | Able to effectively communicate complex information clearly and effectively with others using a range of techniques, adapting style to enhance impact and suit the needs of the customers, understanding their needs, often in emotional and sensitive situations. | Empathy and a good understanding of the issues faced by elderly and vulnerable customers | A/I           |
|                                    | Effectively deal with conflict and potentially aggressive/volatile situations involving customers.   | Knowledge and understanding of housing management.                                       | A/I           |
|                                    | Good understanding of housing and welfare benefits (e.g., Universal Credit, HB, DHP)   |  | A/I           |
|                                    | Effective time management skills. Able to work effectively under pressure (with minimal supervision) and organise priorities and in a 'lone working' environment.  |  | A/I           |
|                                    | Commitment to delivering high quality customer services and commitment to continuous improvement.  |  | A/I           |

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|--------------|---|--|-----|
|              | Good literacy, numerical and analytical skills and an ability to understand and interpret financial information producing high quality work using a solution focussed approach. |  | A/I |
|              | Commitment to achieve exceptional performance in a complex business.  |  |     |
|              | Excellent verbal and written communication skills.  |  | A   |
|              | Awareness of safeguarding practices for adults and children   |  |     |
|              | Understanding and commitment to equality and diversity. Health and safety and data protection polices and legislation applicable to the role.                                   |  | I   |
|              | Effective and positive relationships and networks with internal and external stakeholders.  |  | A/I |
|              | Confident IT user   |  | A   |
| <b>Other</b> | Requirement to have Basic DBS check.  |  |     |
|              | Willingness and able to work a flexible working week including some weekends and evenings.  |  |     |
|              | Car driver owner and valid UK (or equivalent) Driving Licence.  |  |     |