

Tenancy Support Officer

Role Profile

Service: Place – Housing Options Support Service (HOST)
Band: Band 5
Reporting to: Rough Sleeping/Tenancy Support Team Leader
Responsible for: No direct reports



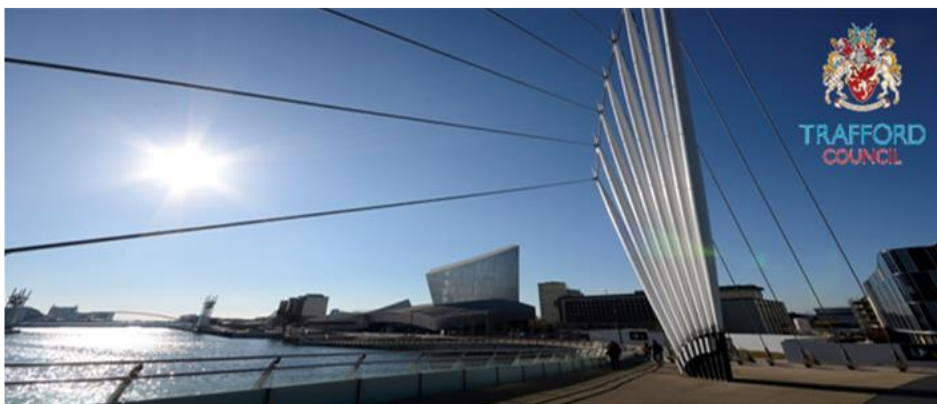
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Our Housing Options Service Trafford (HOST) Team is based at offices in Sale Waterside. The team carries out the housing advice, options and homelessness functions for Trafford Borough. This includes homelessness prevention, homelessness assessment and the provision of housing options, emergency and temporary accommodation for people in housing need in Trafford.

Within the HOST service is the Tenancy Support Team based in Stretford but covering the borough of Trafford. This team is responsible for providing support to vulnerable clients who are threatened with homelessness or require support to sustain a tenancy.

Your Main Priorities

- To provide support to vulnerable clients within their own homes by empowering the client with the skills to lead an independent life within the community to be able to maintain their tenancy.
- To provide a comprehensive support assessment, a holistic support plan and review meetings to clients who come from a variety of challenging client groups including, but not limited to, homeless singles and families with complex needs, people fleeing or experiencing domestic abuse, care leavers aged 16-17 years old and Rough Sleepers

Key duties

- Developing effective working relationships with colleagues, partners and key stakeholders to support the delivery of homeless prevention and floating support services.
- Managing and maintaining processes that capture customer feedback to create a culture of continuous improvement.

- Ensuring the homeless prevention and support activities maintain delivery of the organisation's corporate objectives.
- Promoting, encouraging and supporting customer involvement and engagement in client's communities and services.
- Supporting vulnerable clients to access safe and appropriate settled accommodation.
- Coaching and empowering clients to be able to independently manage all aspects of life skills, including areas such as rent arrears, property condition, Skills and Works, Health and Income Maximisation.
- Proactively engaging with Rough Sleepers and other hard to reach groups to offer assistance and support with finding accommodation and other essential services
- Undertaking any other duties and responsibilities that arise and which are commensurate with the grade

About You

Qualifications and Professional Development

- Recognised level 4 qualification or combination of formal off the job training plus 2 years' experience in a similar environment
- Evidence of continuing personal and professional development (CPD)

Experience and Knowledge

- 1-2 years' experience working in a similar environment delivering homelessness prevention, resettlement and housing related support services
- Proven experience of working within a multi-functional team and with partners and key stakeholders to deliver a range of services to a diverse community.
- Experience of successfully meeting individual set targets for key tenancy support areas, including tenancy sustainment, financial inclusion, health, education and employment, safeguarding and of delivering homelessness prevention, resettlement and housing related support services
- Experience of conducting interviews with customers, face to face at home, by telephone or in writing, ensuring solutions are offered in the best interest of the customer in accordance with policy best practice and relevant legislation.
- Experience in dealing with vulnerable customers and customers who may display challenging and disagreeable behaviour.
- Knowledge of the Supported Tenancies service and understanding of the principals and demands of the specialised service area it sits within.
- Up to date knowledge of associated legislation relevant to addressing homelessness prevention and managing homelessness, government directives, regional and national community strategies.

- Up to date knowledge of the issues that affect vulnerable people and solutions available within the industry to address and resolve them.
- Knowledge of the regulations and responsibilities on the service contained within the Children's Act 1989 and Care Act 2014

Skills and abilities

- Confident verbal and written communication skills with the ability to establish and maintain working relationships with key internal and external public and private stakeholders, colleagues, managers, partner organisations, providers and customers.
- Excellent report writing and analytical skills with ability to interpret and absorb complex data and to present information to support decision making.
- Proficient in assessing vulnerable clients in relation to their accommodation and support needs, coordinating and implementing a holistic, multi-agency, SMART objective support or safety plan for the client and other members of the household, which are aligned to homeless prevention, financial inclusion and safer communities.
- Ability to procure additional funds for clients through application to various and appropriate charities - this includes assisting with supervised spending as appropriate.
- Ability to develop bespoke customer focused early intervention and prevention initiatives that promote tenancy sustainment, and assist vulnerable people to participate in their communities
- Adept at responding to unexpected problems and situations, prioritising caseload as required, working under pressure to tight deadlines on own initiative and as part of a team
- Effective in challenging, persuading, influencing and negotiating Ability to persuade, influence and negotiate successfully with a wide range of stakeholders to deal with complex and contentious issues

Special Conditions

- Access to a car or ability to travel within the borough and GM using public transport
- Enhanced DBS required

Date prepared/revised	February 2021 / 8.5.25 (minor amend l/mgr only)
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Prepared/revised by	CS / Is
Job Evaluation	February 2021

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.