



Your job

Job Title: Tenancy Support Officer

Service: Homes and Communities

Grade: G7

Reporting to: Senior Tenancy Support Officer

In Wigan, our overall aim is to support the development and maintenance of thriving, inclusive, healthy, and happy neighbourhoods where people are proud to live and have fulfilled lives. The Homes and Communities team are a team of dedicated Neighbourhood Tenancy Officers, Estate Caretakers, Housing Support Officers, and Tenant Engagement Officers, who work as one team to develop vibrant communities, managing and maintaining our estates whilst supporting and engaging our tenants.

As a Housing Support Officer, you will support individuals with specific and complex housing needs that require short-, medium- or longer-term assistance to either maintain a tenancy or settle into a new one, fulfil their potential and take back control of their lives.

You will help households to secure and maintain a sustainable tenancy within a community in which they choose to live by talking to them, finding out what their assets are and using these to develop individual plans and risk assessments to address their housing and support issues and encourage them to become involved in their local community or participate in other initiatives.

You will also provide any necessary support to individuals to establish and sustain a successful tenancy including assistance with claims and appeals for a range of benefits such as housing, sickness, disability benefit and Universal Credit, supporting them to attend appointments and interviews, setting up utility bills, debt management, budgeting, and housekeeping. You will collaborate closely with other teams within the council and external partners to ensure the best outcomes for both people and the place.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will

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- Contribute to the design and shaping of our enhanced estates model.
- Set up Pre – Tenancy workshops and deliver tenancy related training to customers, colleagues, and stakeholders.
- Be present in the neighbourhood, gain and understanding of what services, amenities and
- support is available within the local community.
- Understand and learn all aspects of the role.

On an ongoing basis you will:

- Complete in-depth assessments with perspective tenants, to assess any support needs prior to
- sign up, to gather information on individual circumstances and any related issues.
- To design and arrange any support required to enable a tenancy to succeed and so that tenants can be self-reliant. This may be in conjunction with a wide range of other agencies.
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- Assist new tenants in setting up their tenancy, including budgeting helping with any claims for benefits, connection of utilities, access to health services and education.
- Organise and deliver pre-tenancy workshops for prospective tenants
- Carryout and deliver training, which may include internal, external partner agencies, voluntary sector organisations and elected members.

- Support a range of service users to maintain and sustain their tenancies.
- Use an asset-based approach to deal with and resolve complex problems which the people you
- support may be experiencing including difficult and challenging behaviour.
- Act as an advocate for the service user including liaising with statutory and voluntary agencies
- that are working together with the individual.
- Use the in-house recording system to maintain accurate records of interaction and support with your service users.
- Manage your own workload and client's support plans and provide updates and
- recommendations to the Senior Support Officer.
- Work with the other Support Officers to ensure a preventative and reactive support service is
- maintained and delivered.
- Attend meetings on behalf of the Homes section covering a range of issues including,
- safeguarding, serious case reviews, child protection, vulnerable adults, and Children in Need.
- Utilise an asset-based approach to your work with individuals, building resilience and reducing
- dependency on services.
- Ensure an excellent customer-centred service is always provided.
- Embrace the principles of the deal by working as one team within the council and partner
- agencies to deliver policy changes and procedural changes within your service to maximise
- efficiency.
- Work in partnership with the community and voluntary sector, supporting individuals and groups in providing initiatives aimed at improving their quality of life.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Level 4 qualification in Housing Management or other relevant field or an equivalent level of skills, knowledge, and experience relevant to the role.
- Have experience of working in a relevant field supporting vulnerable and complex individuals.
- Understanding of relevant legislation.
- Have a good understanding of the challenges facing vulnerable households seeking to secure and maintain a sustainable tenancy.
- Excellent listening and communication skills both verbal and written.
- Excellent interpersonal and communication skills at all levels.
- An inspiring personality, and the ability to inspire, train and motivate others.
- Creative problem solver, with the ability to find positive solutions.
- Empathetic approach, working to provide dignity, respect, and inclusion to all.
- Excellent decision-making skills and ability to ask the right questions, break down problems and produce innovative solutions.
- The ability to build positive working relationships with customers and professionals sensitively providing advice on the best course of action.
- Experience of working effectively with residents and other service providers to achieve positive outcomes for individuals.
- Confident in engaging with residents on a day-to-day basis and able to gain a deep understanding of their needs and priorities.
- Commitment to supporting and making positive change within the community.
- An ability to handle sensitive and confidential information with discretion, tact, diplomacy, and professionalism when providing support and guidance to vulnerable people.
- Ability to plan and organised own time, plan, and schedule events at least 3 months in advance.
- Performance focused and able to meet challenging targets.
- The ability to work on your own and as part of a team.
- IT skills with the ability to work with a range of software packages.
- An understanding of Equality and Diversity.

Our Culture

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

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”