



## Tenancy Sustainment Officer – Calderdale

**HOURS:** 14 hours per week

**SALARY:** £25,513 (pro rata)

**ANNUAL HOLIDAYS:** 6 weeks plus Bank Holidays

**LOCATION:** Halifax

### Job Description

**REPORTS TO:** Scheme Manager

The Tenancy Sustainment Officer is responsible for providing tenancy management support to people in their home, to help them maintain their tenancy. You will support people with their independent living skills and assist them in the practical and emotional aspects of maintaining their accommodation. You will provide flexible support to meet the individual's needs based around their physical, mental and emotional health and well-being.

### RESPONSIBILITIES

- Assist people with key skills to enable them to maintain their tenancy and make choices, which will enable them to live independently and maintain their home.
- Undertake detailed assessments, and devising individual support and risk management plans.
- Assist people in accessing and maintaining welfare benefit entitlement and help with budgeting.
- Encourage and support individuals to address their health needs and improve their health and well-being.
- Provide people with individual support based on their needs and requirements
- Encourage positive neighbourhood relations and help individuals adhere to the terms of their tenancy.
- Encourage and assist people to partake in community, leisure and activities to promote wellbeing.
- Encourage and assist people to engage in education, training, employment, or work-like activities.
- Assist people to help them moves into their new homes when necessary.
- Liaise with a range of agencies and individuals on behalf of person you are supporting and refer them to the appropriate or specialist agency.



- Support and encourage individuals to access and engage with other support services; statutory and voluntary, to assist with their individual need.
- Empower people to have their say, and be involved at all levels.
- Develop and maintain strong and professional working relationships with partner agencies.
- Keeping written records in accordance with the requirements of the organisation and funders.
- Liaise closely with the Service Manager to keep them informed of the individual support you are providing and to discuss any problems that may arise.
- Contributing towards the development and promotion of the service.
- Undertake relevant training as required.
- Any other duties that from time to time may reasonably be required.
- Undertaking the above duties in accordance with Horton Housing Association's policies.
- Working to the Association's policies and procedures on equality and diversity at all times

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

### **Safer Recruitment**

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

## **Person Specification**

### **ESSENTIAL**

- Experience of working directly with people that may have a range of complex needs, including homelessness or rough sleeping, drug and/or alcohol issues, with a history of offending and those in crisis situations
- Experience of undertaking assessments, and developing individual support plans and working with people in a community setting
- Experience of providing support to people to assist them in maintaining their own homes
- Evidence of vocational training in relevant skills for the post e.g. mental health issues and social care
- Awareness of issues relating to people who are or have experience periods of homeless, poor mental ill health, drug and/or alcohol issues.
- Full UK driving licence and access to a vehicle which can be insured for business use.



In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department

