

Job description

Job title: Tenancy Sustainment Officer

Grade: Dorset Grade 10

Job evaluation reference: BC623

Job family: Buildings and Construction

Purpose and impact

The purpose is threefold – 1st, to actively intervene with households upstream to assist them to maintain their existing accommodation, reducing the risk of homelessness from occurring; 2nd, to working with homeless households to empower and support them to secure appropriate alternative accommodation by removing barriers and; 3rd to assist households into new and appropriate accommodation and put in place measures that makes that property long term sustainable, reducing the risk of recurrence of homelessness.

Key responsibilities

1. To liaise with the Housing Caseworkers, Registered Providers and Housing Solutions Team to match appropriate applicants with suitable alternative accommodation solutions, both temporary and permanent in nature.
2. Carry out statutory assessments of suitability for proposed accommodation matches which will lead to a discharge of the Council's Homelessness duties to a household.
3. To attend multi agency and other professionals' meetings to represent the Housing Options Team where proportionate and required to do so.
4. To proactively liaise with landlords and other providers to ensure a ready supply of accommodation is available for homeless household's occupation and to identify early intervention for existing tenancies.
5. To negotiate with private sector landlords to maintain long lasting tenancies to ensure homelessness is prevented and maintain regular contact to provide reassurance that the Council is supporting new tenants.
6. To conduct joint visits with Housing Standards, Housing Solutions, and other members of the Housing Options team to form conclusive assessments and ensure the standards and safety of accommodation are in accordance with relevant legislation, reporting any issues promptly for tenants.
7. To provide advice to households on their housing options and support them to pursue those options proactively.
8. Provide robust and empathetic mediation between family and friends to reduce the number of parental/family evictions and eviction from friend accommodation.
9. To assist and support those in temporary accommodation to pursue housing options in the private rented sector by utilising the landlord incentive scheme and support package offer, negotiating with landlords to agree a bespoke package that will resolve homelessness for the family.
10. To work with and support B&B proprietors who provide emergency homeless accommodation to ensure successful placements are sustained.



11. To inform risk assessments relating to placements and ensure that safeguarding responsibilities are always considered and that assessments are kept under constant review as a living document.
12. To assist in the development of Dorset Council's landlord offer alongside the Landlord Liaison Officer to attract new landlords and retain existing landlords/agents.
13. To assist households at risk of homelessness with finding accommodation to prevent them becoming homeless.
14. Supporting and representing applicants at court possession and bailiff hearings, to support stays or variation hearings, or negotiate with housing providers to avoid court appearances through agreed settlements.
15. Support clients to complete required paperwork associated with court appearances and hearings.
16. To maximise client income by working with them to create a budgeting form, signposting them for debt advice and helping them to maximise their income through completing claims for welfare benefits and identifying benefits that are unclaimed to support the income maximisation of the household.
17. Work in partnership with our Benefit colleagues to ensure discretionary housing payment is used appropriately, to prevent homelessness.
18. To ensure those applicants in temporary accommodation are supported to provide the required documentation for claims for housing or benefits and help them to source those documents where necessary.
19. To work alongside Income Recovery and Arrears Officer to ensure applicants address their housing related debts by helping them with budgeting plans, setting up direct debits and repayment plans.
20. Assist with arranging removals and storage where the client's belongings need protecting and the client is unable to protect them themselves, fulfilling s211 of the Housing Act as statutory duty.
21. To provide proactive interventions and support to complex clients where multi-agency working is required to effectively support the client.
22. To ensure those resettled in permanent accommodation are supported to complete all relevant new claims for benefits, support to set up basic utilities and ensuring clients are set up to succeed in their new tenancies.
23. Tackle anti-social behaviour in partnership with Housing Solutions and other external/internal agencies, investigate, and report where necessary to appropriate agencies both internally and externally and work with clients to create solutions, through Acceptable Behaviour Contracts which resolve ASB issues.
24. Record accurate case notes and all activity on the case management system.
25. Develop, maintain, and advance in-depth knowledge both through self-led learning provided training opportunities.
26. To work in silo and be able to dynamically assess own risk when working with clients both in the community and in public spaces, adhering at all times to the Council's Lone Working Policy.
27. Maintain professional boundaries at all times and identify and minimise all risks involved in lone working through risk assessments.
28. Maintain a safe working environment and report risks and hazards where required.
29. Visit people in their home and identify when safeguarding concerns should be raised, including signs of alcohol or substance misuse and liaise with social workers and other professionals to safeguard vulnerable adults and children.



30. To work on a duty rota with other Tenancy Sustainment Caseworkers to provide wider support to the Housing Options Team.
31. To ensure that the applicant's accessibility needs are met through a range of appointment locations and types and that Dorset Council complies with the PSED and Equality Act 2010 duties.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Housing Support and Sustainment Team Leader

Other factors

32. An Enhanced DBS check is required.
33. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. 5 or more GCSEs including English and Maths (Grade C/level 4 or above)	Application form
Experience	
2. Competency with all Microsoft Office applications	Application form
3. Experience of working within a housing related support service, local authority or register provide setting	Application form
4. Experience of working with multiple stakeholders, partner agencies and third sector agencies	Application form
5. Experience of working with high-risk individuals with multiple and complex needs	Application form
Knowledge, skills and abilities	
6. Sound working knowledge of welfare benefits (eligibility), the application for welfare benefits and mandatory reconsideration process	Interview Assessment
7. Ability to provide relevant, bespoke and realistic housing advice and options to clients	Interview Assessment
8. Sound working knowledge of the Housing Act 1996, Homeless Reduction Act 2017 and relevant legislation	Interview Assessment
9. Ability to remain empathetic, courteous, and professional even when managing difficult situations	Interview Assessment
10. Ability to promote and develop professional relationships both internally and externally to promote the prevention of homelessness	Interview Assessment
11. Ability to communicate effectively both written and verbally	Interview Assessment
12. Ability to manage a wide range of tasks, often under difficult and challenging environments that can be pressurised	Interview Assessment
13. Ability to provide exceptional customer service	Interview Assessment
14. Ability to operate and provide services in accordance with The Equality Act 2010	Interview Assessment
15. Ability to work in silo, with minimal supervision under your own initiative	Interview Assessment
16. Be able to work flexibly under competing demands	Interview Assessment
17. Be able to critically analyse information	Interview Assessment
18. Be able to quickly gather pertinent information relevant to a Homeless Application	Interview Assessment
19. Be able to mediate and negotiate with both internal and external agencies to prevent homelessness from occurring	Interview Assessment



20. Be able to quickly react to changing or emerging housing situations	Interview Assessment
Our values	
21. Respect	Interview Assessment
22. Together	Interview Assessment
23. Accountability	Interview Assessment
24. Openness	Interview Assessment
25. Curiosity	Interview Assessment

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
26. Level 3+ Chartered Institute of Housing qualification	Application form
27. Negotiation or mediation qualification	Application form

Approval

Manager's job title:
Date: February 2025

