



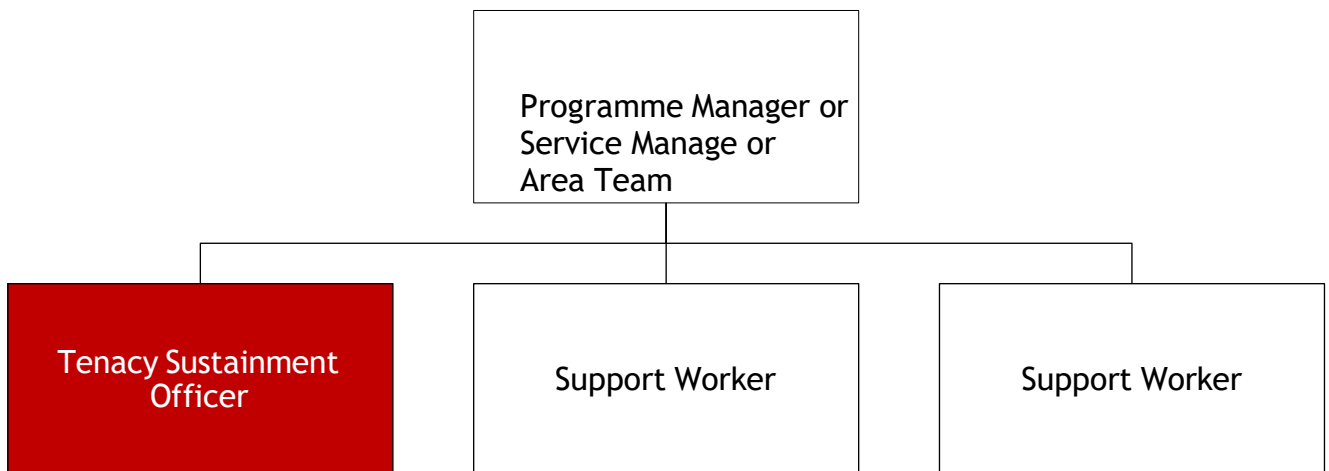
JOB PROFILE

Job title:	HSU Housing and Tenancy Sustainment Officer
Purpose:	The purpose of the role is to work collaboratively with support colleagues to ensure that licensees/tenants can maintain their licence and tenancies and can access services, taking appropriate action on breaches of licence agreements/tenancies, including antisocial behaviour, and to maximise outcomes for tenants and The Salvation Army.

The work of the Homelessness Services Unit is underpinned by our Strategic Mission Plan; our programmes encourage purpose and relationships, a sense of community and provide support. The Unit is a centralised service within the Mission Department of The Salvation Army. The mission of The Salvation Army is to see transformation in the lives of individuals, whoever they are and whatever their situation.

As a Tenancy Sustainment Worker, you will assist the support team with the intensive housing management function. You will play a key role in interviews and assessments, allocation of housing and settling in new clients/residents.

Organisation Chart



Report to:	Programme Manager or Service Manager or Area Team
Accountable to:	Service Manager and/or Area Team
Key working relationships:	Local Authority Housing Team, Landlord, Support colleagues,
People management:	There are no people management responsibilities
Operating budget:	There are no budgetary responsibilities

You will...

- Arrange move-in dates for prospective residents and carry out the sign-up process. Issue Licence Agreements, ensuring clients understand their rights, responsibilities, and consequences of non-compliance. Assist clients in claiming Welfare Benefits to minimize debt. Help clients report any subsequent changes to ensure payment of rent and minimise arrears.
- Ensure that settling in visits for new clients and ongoing residency audits are carried out in a timely fashion and coordinated with the Support Team.
- Provide an intensive housing management and resettlement service to clients, in consultation with the Support & Resettlement Team. Participate in the delivery of tenancy training and provide relevant advice to clients and ensure all tenancy and licence agreements meet compliance for issue and renewal.
- Provide advice and assistance with getting utilities connected and disconnected as appropriate. Ensuring that clients set up controls/equipment cost effectively, for example ensuring boiler/heating controls are used appropriately. Ensuring contractors and professionals can access properties and carry out health and safety and risk assessments of property when necessary; and access for gas servicing and visual fire inspections are met as part of the landlord's legal duty.
- Check that the tenant is maintaining a safe and secure environment at home and advising accordingly and carry out regular occupancy checks and to take swift action in cases of unauthorised occupancy. Arrange for any repairs or improvements to be carried out, including the replacement of furniture
- Ensure client's rent is paid regularly and on time, following management systems to ensure personal and Housing Benefit payments from clients are maximised and

- Minimise unplanned moves by monitoring arrears, keeping accurate records, and reporting to the line manager. Collaborate with management to address rent and service charge arrears.
- Coordinate with External Housing and Homelessness Bodies, and Salvation Army Services to manage new referrals and moves, offering advice and helping clients transition to alternative accommodation.
- Ensure safeguarding and promoting the welfare of children and young people and/or adults at risk.
- Ensure clients have access to support when attending all housing appointments (including accompanying them if required), assisting in the completion of forms, and applying for appropriate benefits.
- Take appropriate and timely action to deal with any breaches of license agreements/tenancies and other contracts. Proactively manage and investigate reports of anti-social behaviour taking a complainant centred approach in line with corporate policies and procedures - as directed by Service Manager / Management Team and serve Notices of Termination/Notices to Quit to clients who have breached the terms of their licences/tenancies, on direction from the Management Team
- Where applicable, take prompt action on all void properties to ensure that they are let quickly as possible, and within target times and work with other departments as necessary. All allocations must be agreed with the Management Team.
- Ensure client needs are at the forefront of service provision and seek participation from them in service developments. Participate in the promotion of client involvement initiatives.
- maintain up to date knowledge of the different housing options available to service users and processes for accessing housing of all types. Also, to encourage individuals/households to overcome barriers that are preventing them from finding their own accommodation.
- Ensure continued professional development by attending training as identified and playing an active role in performance reviews; as well as keeping up to date with best practice and regulations relevant to this field of work
- Complete any other duties as could be reasonably expected in the fulfilment of this role

You have...

- Previous experience of supporting a wide range of people from varying backgrounds, including the vulnerable and some with challenging/dangerous behaviour, with varying support and housing management needs (A,I)
- Knowledge of what housing related support is and the issues that people face on a daily basis including tenancy/licence breaches including access, abandonment, anti-social behaviour etc. (A,I) (A,I)
- Ability to work in a busy environment and use your initiative in problem solving for the benefit of clients and colleagues (A,I)
- Excellent verbal and written communication and numerical skills with the ability to maintain accurately record relevant information, write letters and reports (A, I)
- The ability to understand and successfully implement processes, procedures and policies related to your area of work including safeguarding, risk assessing, risk management and health and safety (A,I)
- Excellent attention to detail and proven experience of successfully managing your own workload (A,I)
- Previous experience of successfully working within a team environment to meet objectives (A)
- Good IT skills with previous experience of using Microsoft Office, email programmes and databases (A)
- Commitment to continuous professional development (A,I)
- Availability to work outside of 'normal' office hours as required to attend evening or weekend meetings (A,I)
- The ability and willingness to work within and be empathic with the Christian ethos and values of The Salvation Army Mission (A,I)

You may have...

- Level 5 or equivalent in a relevant field (A)
- Housing Management qualification (A)
- Health and safety training (A)

How criteria will be assessed - (A) application form; (I) interview; (T) test; (P) presentation and (R) references.

We expect you to exhibit behaviours that model our values of integrity; accountability; compassion; passion; respect and boldness working in a way that is trauma sensitive and strength based, within a psychologically informed environment

This is the job profile as it is constituted at the date shown. It is the practice of The Salvation Army to examine job profiles in order to update them periodically and ensure that they relate to the job being performed, or to incorporate any proposed changes.