

## **JOB DESCRIPTION**

<b>POST:</b>	Tenure Sustainment Officer
<b>Rate and Hours:</b>	£12.63/HR FOR 20 HRS/WK (2024 Rate Increase TBC)
<b>RESPONSIBLE TO:</b>	Operations Manager

### **MAIN PURPOSE:**

As Tenure Sustainment Officer you will provide a Tenancy Sustainment Service to Service Users within South Ayrshire to assist in the prevention of eviction/homelessness and alleviation of poverty. Your responsibilities are to maintain a caseload, assist the Centre in achieving its main aims and objectives and work as part of a team. There will be occasions where you may be required to cover other services as and when required.

### MAIN DUTIES

- Work with a Service User Caseload to provide an efficient service with the main aim of preventing homelessness and stabilising tenancy.
- Maintain accurate Service User Records and assist in service development.
- Provide a complete service to Service Users and liaise with Contractors as and when required.
- Provide outreach and home visits as and when required.
- Understand relevant legislation and policies and how these impact service users.
- Research cases and social topics to develop the service to meet the contract spec
- Understand the benefits of internal, external and joint working. Liaise with referring agencies, report progress, statistics and assist Admin to develop accurate checking systems.
- Ensure accurate records and statistical returns are carried out for reporting purposes.
- Assist with all Centre Services as and when required including peer reviews and compliance checks.
- Ensure active referrals to internal and external services for Service Users.
- Attend all necessary meetings and training and cascade knowledge throughout team.
- Carry out other such duties as required.

### SPECIFIC DUTIES

- Provide crisis intervention support where the Service User is unable to link with any other support services and cannot carry out tasks themselves without support. This is short-term support then referral is made to support services commissioned by the Council. Link in house Advice Team for specialist Advice and Advocacy for your Service Users.
- Provide information together with recommendations verbally or in writing to assist future actions or decisions, which outlines consequences or implications to enable the Service User to make an informed choice/decision.

- Provide practical assistance which may require writing, calling or visiting others on his/her behalf, liaising and mediating between Council, DWP, Landlord, other agency, etc.
- Assist Service User to link with in house Advocacy Services where required in writing or in person with their, Landlord, Council, DWP or other decision- making body.
- When required make internal and external referrals. Where the Service User's needs are better met by another agency, refer effectively within established framework.
- Advise and support with budgeting and housekeeping.
- Advise on housing and benefit issues with the purpose of income maximisation and alleviation of poverty including assisting with identifying and applying for grants and other claims to maximise income and reduce arrears.
- Liaise with all staff and management to assist with over all service development and delivery.
- Link with Lenders, Landlords and other relevant parties to seek sustainable outcomes for Service Users.
- Proactively refer Service Users to relevant Services, in particularly to specialist agencies as and when required as part of our early intervention strategy.
- Respond to identified sustainment need and provide a person-centred approach through support and empowerment.
- Participate in the team by interacting, collaborating and providing peer support and reviews.
- Provide outreach services at external locations.

## Person Profile

**Job Title: Tenure Sustainment Officer**

**Date: Jan 2024**

### Requirement

### Desirable/Essential

#### **1. Qualification/Education**

SVQ 2 or 3 Health & Social Care (ability to work towards)	Essential
Able to register with SSSC	Essential
Able to successfully complete PVG membership/ Disclosure check	Essential
Housing Qualifications	Desirable
Good IT, statistical systems, Microsoft Office 365 and file management skills	Essential
Driving Licence and vehicle	Essential

#### **2. Experience/Knowledge**

Understanding of Housing and Homelessness Legislation and Regulations	Essential
Good understanding of Benefits, income maximisation and poverty	Essential
Understanding of the needs and barriers of vulnerable adults/families	Essential
Knowledge and understanding of partner organisations and other services	Desirable
Worked within Housing, Support or related Services	Essential
Awareness of SSSC, Care Inspectorate and National Standards	Essential
Knowledge of Universal Credit, PIP, Mandatory Reconsideration	Essential
Knowledge of Grants/Grant Applications	Essential

#### **3. Abilities**

To establish a good relationship with Service Users	Essential
To build networks with other relevant Agencies and Partners .	Essential
To provide clear and accurate records	Essential
To manage and maintain an active caseload	Essential
To maintain Committed to professional development	Essential
To work effectively self-directed and as part of a team	Essential
To attend training and meetings when required	Essential

#### **4. Personal Qualities**

Maturity, patience and confidence	Essential
Excellent verbal and written communication skills	Essential
Non-judgemental, caring, compassionate and approachable	Essential
Negotiating Ability	Essential
Excellent organisational skills and ability to prioritise effectively	Essential

## **5. Circumstances**

Able to travel within South Ayrshire	Essential
Able to work flexible hours when required (sometimes out of hours)	Essential

## **6. Ayr Housing Aid Centre Values**

Respect and understand the Centre's ethos and core values	Essential
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This job description may be altered over time and by agreement to reflect the changing requirements of the post and the Centre. A flexible approach by the post holder is therefore essential. Positive active participation in overseeing and promoting successful delivery is essential.