

JOB DESCRIPTION

POST	Tenure Sustainment Officer
RATE AND HOURS	£14.33/hr for 35 hrs/wk
RESPONSIBLE TO	Housing Support Team Leader thereafter Advice & Support Manager
WORKING HOURS	Core Service Hours: 8am – 7pm Monday to Friday with flexibility and TOIL applicable where necessary to meet service user's needs between 8am - 7pm Monday to Sunday

MAIN PURPOSE:

You will work as part of a team funded through the Council Contract to provide a Housing Support, Advice and Advocacy Service, ensuring compliance with the Housing Support Services (Homelessness) (Scotland) Regulations 2012, including helping manage household budgets, debt and benefits, assisting households to understand and manage their tenancy rights/disputes and responsibilities, supporting engagement with other statutory and voluntary services, assistance with managing accommodation including settling into a new tenancy and supporting with daily living skills. Please see "Contract Overview" for further details.

MAIN DUTIES:
Housing Support

- Act as the direct link worker for South Ayrshire Council Rent Team and RSL support referrals for tenants
- Provide caring, non-judgmental support to help households sustain tenancies and reduce the risk of breakdown through upstream early intervention and crisis management
- Provide support at Court in eviction actions to ensure social tenants' voices are heard
- Work in partnership with people you support to develop personalised plans based on needs including care experienced. Support plan outcomes will have an emphasis on promoting dignity, independence and enhanced skills for people to manage their own tenancy and welfare
- You will assist and empower people with housing support needs to manage and maintain their accommodation independently by providing a complete, compassionate service, encouraging honest conversations and collaboration to secure positive longer-term outcomes
- Take a trauma informed, holistic, person-centred approach, considering Service User needs, aspirations and expectations
- Work with a Service User Caseload to provide an efficient practical and emotional support service identifying their main outcomes, goals and personal development while promoting positive decision-making and encouraging personal responsibility; link to the Outcome STAR to support them to achieve this while understanding what input is required and timescales
- Provide age, skills and ability adapted person-centred support to promote tenancy sustainment, independent living and access to a wider range of services to address the underlying cause of homelessness, preventing homelessness and stabilising tenancies in the longer term
- Encourage the people you work with attend appointments including active referrals to internal and external services
- Respond to identified short and longer terms needs and provide a person-centred approach through support and empowerment through a collaborative, holistic approach
- Provide information and support 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 informed choices/decisions including looking at longer term goals, aspirations and planning
- Provide practical assistance which may require writing, calling or visiting others on their behalf, liaising and mediating between the Council, DWP, Landlord, another agency, etc
- Advise and support with budgeting and housekeeping to increase empowerment and regain control and support ownership of decisions, choices and outcomes
- 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 including affordable payment plans
- Where necessary provide housing support for statutory homeless households including people leaving care settings, hospitals, prisons by providing practical and emotional support and promoting tenancy sustainment
- Encourage and support service users to have a voice and input into the service including feedback, case studies, group work and any other methods of service improvement

Collaboration

- Liaise with all AHAC staff and management to assist with overall service development and delivery
- Link and collaborate with internal AHAC Scottish National Standards Accredited housing information, advice and advocacy services including in selected prisons and Type III Representation, to promote informed choices and ensure people from all tenures receive independent advice on their rights, where possible prevent homelessness and alleviate poverty
- Liaise with Contractors as and when required
- Understand the benefits of internal, external and joint working. Liaise with referring agencies, report progress and statistics
- Proactively encourage and refer Service Users to relevant Services, in particularly to specialist agencies as part of our early intervention strategy including health, addiction and self-help groups and services
- When required make internal and external referrals taking a planned approach and accompanying to appointments, taking into account the Council's objectives and strategic plan. Where the Service User's needs are better met by another agency, refer effectively within established framework and explain the reasons for this and support through the process
- Link with Lenders, Landlords, those with statutory duties and other relevant parties to seek sustainable outcomes for Service Users

Compliance & Organisational Wide

- Maintain mandatory training requirements and memberships
- Maintain accurate records and statistical returns for reporting and service development purposes
- Maintain systems e.g. OneDrive, mailboxes, AdvicePRO, Better Futures
- Understand and keep up to date with relevant legislation and policies and how these impact people
- Provide home visits and outreach at external locations and events as and when required
- Provide reception cover, welcoming visitors and notifying others of appointment/drop-in attendance
- Participate in the team by interacting, collaborating and providing peer support and reviews
- Attend all necessary meetings and training and cascade knowledge throughout team
- Use reflective practice to improve performance, quality and value
- Carry out other such duties as required

Person Profile
Job Title: Tenure Sustainment Officer

Date: Sept 2026

Requirement	Desirable/Essential
1. Qualification/Education	
SVQ 3 Health & Social Care (ability to work towards)	Essential
Successfully complete PVG membership and register with SSSC	Essential
Good IT, statistical systems, Microsoft Office 365 and file management skills	Essential
Driving licence, vehicle and business insurance	Essential
Housing Qualifications	Desirable
2. Experience/Knowledge	
Understanding vulnerable adults/family's needs and barriers	Essential
Awareness of SSSC, Care Inspectorate, Codes of Practice and Standards	Essential
Good understanding of benefits, income maximisation and poverty	Highly Desirable
Worked within Housing, Support or related third sector services	Highly Desirable
Knowledge of Social Eviction legislation, processes and procedures	Highly Desirable
Knowledge of debt management, remedies, options and referral pathways	Highly Desirable
Understanding of Housing and Homelessness Legislation and Regulations	Desirable
Knowledge and understanding of how to adapt to meet individual needs e.g. Care experienced or people leaving institutions	Desirable
Knowledge and understanding of partner organisations and other services	Desirable
Knowledge of grant options, eligibility, processes and timescales	Desirable
3. Abilities	
Establish good professional relationships with Landlords and Service Users while understanding boundaries	Essential
Maintaining networks with relevant agencies and partners	Essential
Provide high standard of clear, accurate records and statistics	Essential
Manage and maintain an active caseload to secure positive engagement	Essential
Commitment to professional development and continuous improvement	Essential
Work effectively through self-directed motivation and as part of a team	Essential
Attend training and meetings when required	Essential
Promote reflective practice and self-care for self, team and service users	Essential
4. Personal Qualities	
Maturity, patience, confidence with a can-do attitude	Essential
Excellent verbal and written communication and negotiating skills	Essential
Non-judgemental, caring, compassionate, kind and approachable	Essential
Excellent organisational skills and ability to prioritise effectively	Essential
Eager to learn, develop and be responsive in a flexible way	Essential
5. Circumstances	
Able to travel to meet the needs of your role, including training	Essential
Able to work flexible hours when required (sometimes out of hours)	Essential
6. Ayr Housing Aid Centre SCIO Values	
Respect and understand AHAC ethos and core values	Essential

This job description may be altered over time and by agreement to reflect the changing requirements of the post, AHAC and its funders. A flexible approach by the post holder is therefore essential. Positive active participation in overseeing and promoting successful delivery is essential.