

## JOB DESCRIPTION

**Job Title:** Tenancy Sustainment Officer  
**Department:** Housing  
**Responsible to:** Housing Manager - City  
**Location:** Shakespeare Street Hostel, NCVS and Transitional Homes across the City and County  
**Hours:** 37.5 to include weekends, evenings and early mornings  
**Salary:** £20,553.75

### Job Purpose

- To provide an effective intensive housing management and tenancy sustainment service for the residents of our hostels and transitional homes in Nottingham thus enabling refugees, ex offenders, those with multiple and complex needs, vulnerable adults and young people to sustain a tenancy and achieve independent living through our staged provision.
- To contribute to ensuring that residents are allocated housing according to need.
- To monitor and review the progress of residents within all our the accommodation using the bespoke software and reporting tools.
- To support the aims and development of an organisational culture that puts our Christian Core Values – Caring, Honesty, Respect and Responsibility - at the centre of all we do.

### Key Areas of Responsibility:

#### 1 Sustaining Tenancies

- 1.1 Ensure effective communication with residents and monitor and review their progress within the staged provision model
- 1.2 Facilitate external support networks for the benefit of the Association and its residents.
- 1.3 Signpost residents to appropriate internal and external support provisions.
- 1.4 Undertake one to one and group sessions with residents to sustain their tenancies, develop life skills and build community
- 1.5 Mediate the resolution of any disputes/conflicts between residents
- 1.6 Ensure residents claim housing benefit and other benefits as applicable to ensure recovery of rent and service charges.
- 1.7 Explain the landlord's and the resident's rights and responsibilities under the Licence Agreement and arrange sign-ups.
- 1.8 Deal with Anti-social behaviour issues, serve notices and verbal and written warnings in accordance with procedures and appoint solicitors and attend court hearings as required.
- 1.9 Work with residents in their move towards independent living e.g. advising residents on obtaining furniture and supplies, registering with medical services and providing information on local services.

#### 2 Service Delivery

- 2.1 Ensure all aspects of service delivery comply with contractual and other requirements.
- 2.2 Ensure that best practice is being implemented particularly with regard to minimising voids, under-occupancy and bad debt.
- 2.3 Ensure effective implementation of the Lettings Policy.
- 2.4 Manage and deliver intensive housing management.

- 2.5 Deal with complaints from residents and the public.
- 2.6 Develop positive local community relationships and represent the organisation at meetings.
- 2.7 Develop and maintain effective working relationships with all relevant organisations.
- 2.8 Ensure that residents are effectively and actively involved in the delivery of our service through consultation and information.
- 2.9 Provide a high standard of housing management to deal with all aspects of tenancy sustainment, including breaches of License Agreements.

## **2 Administration**

- 3.1 Ensure the timely and accurate preparation and distribution of reports, monitoring information, statistical and financial information, incident reports and safeguarding reports as required.
- 3.3 Implement housing policies and procedures.
- 3.4 Ensure the efficient collection of housing benefit and personal charge contributions.
- 3.5 Work with the Maintenance / Housing Officer teams to report incidents and repairs and to ensure that all health and safety legislation and procedures are adhered to and the security of the hostels and homes is maintained.
- 3.6 Work with the Domestic Team to ensure the cleanliness of the homes and hostels
- 3.7 Contribute to and evaluate improvements to support services and systems.
- 3.8 Ensuring the minimization of void periods by liaising with maintenance, domestics and administrative staff and maintaining an effective waiting list.

## **Responsibilities of all YMCA staff, casual workers and managers**

### **1 Ambassador for the YMCA**

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

### **2 Other Duties**

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

### **3 Discretion to Act**

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate manager.

### **4 Relationships and Confidentiality**

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

### **5 Association Ethos**

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

## **6 Health and Safety**

To adhere to the Association's Health and Safety policies at all times

### **Line Management Responsibility:**

No direct line management responsibilities but you will be expected to supervise student placements, volunteers, trainees etc as required

## PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an “A” in the final column as we will be looking for this information when Shortlisting. Please note relevant qualifications will be checked at interview.

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<b>Area</b>	<b>Criteria</b>	<b>How Assessed*</b>
<b>Experience and knowledge</b>	1.1 Current in depth knowledge of housing issues and legislation particularly relating to homelessness, refugees etc	A,I
	1.2 Knowledge of the benefits and welfare system	A, I
	1.3 Knowledge of the external bodies associated with, and/or affiliated to supported and social housing	A,I
	1.4 Experience of working in a supported housing project, move on accommodation project with vulnerable / challenging adults and / or young people	A,I
	1.5 Experience of report writing and completing reports, compiling statistics, reporting performance etc	A, I, T
	1.6 Experience of working with a diverse range of people including refugees, those with addiction issues, ex offenders and young people	A,I
	1.7 Experience of dealing with safeguarding issues and ensuring that safeguarding guidance is adhered to	A, I
	1.8 Experience of working in and handling stressful situations effectively	A,I
<b>Education/ Training / Qualifications</b>	2.1 Training relevant to supported housing and the client group	A, D
	2.2 Excellent level of education (literacy, IT and numeracy)	T
<b>Skills &amp; Abilities</b>	3.1 Ability to demonstrate an empathetic, professional and person centred approach, in particular with relation to issues pertaining to vulnerable adults, refugees and young people.	A, I, T
	3.2 Ability to demonstrate and understand the importance of effective team working	I
	3.3 Ability to work with minimal or no supervision and use initiative	A, I
	3.4 Ability to multi task and prioritise using effective organisation and planning skills	A, I

	3.5 Ability to problem solve	I, T
	3.6 Ability to work with discretion, integrity and confidentiality	I
	3.7 Excellent communication skills	A, T
<b>Other work related requirements</b>	4.1 Ability to support the Christian core values of the Association	A, I
	4.2 Willingness to undergo a satisfactory enhanced DBS check and registration to the Update Service	D
	4.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds	A, I
	4.4 A full clean driving licence and access to own transport as visits (sometimes at short notice) to the transitional homes will be required	A, D

**\*When Assessed** – (A) on Application form, (I) At Interview, (T) During Test, (D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

*Nottinghamshire YMCA is committed to promoting diversity and practicing equality of opportunity*

*Nottinghamshire YMCA is committed to the protection of children and adults at risk*