

# Role Profile

<b>Job Title</b>	Tenancy Sustainment Worker		
<b>Reporting into</b>	Team Manager – Supported Housing		
<b>Directorate</b>	Supported Housing	<b>Working Style</b>	Field/Scheme Based
<b>Responsible for</b>	N/A		
<b>Level of Work</b>	Level 1 - Team Member		

## Summary of Role:

As a Tenancy Sustainment Worker, you will be responsible for ensuring that LiveWest customers have access to appropriate services, support and accommodation of a good standard.

The purpose of the role is to work collaboratively with support colleagues to ensure that customers are able to maintain their excluded licence and tenancies and can access services that are appropriate to their needs in line with our strategic aims, values, policies, and operational standards, and to maximise outcomes for customers and LiveWest.

## Key Areas of Responsibility:

- Safeguarding and promoting the welfare of children and young people and/or adults at risk.
- Ensuring customers rent is paid regularly and on time.
- Explaining the licence, tenancy agreement and project rules, ensuring customers abide by it.
- Organising inspections of customer’s property and arranging for any repairs or improvements to be carried out, including the replacement of furniture.
- Ensuring that customers are aware of their rights under their agreement.
- Assisting customers to access relevant support providers as required.
- Liaising with all relevant agencies, both statutory and voluntary, on customer’s behalf.
- Providing customers with advice and facilitating a move to alternative accommodation as required.
- Intensive housing management to ensure: Reasonable property condition is maintained, to deal with rent arrears and to deal with nuisance issues and anti-social behaviours.
- Ensuring that customers set up controls/equipment cost effectively, for example ensuring boiler/heating controls are used appropriately.
- Ensuring access for gas servicing and visual fire inspections are met as part of the landlord’s legal duty.
- Ensure customers claim Housing Benefit and other welfare benefits to minimise any unnecessary debt.
- Ensuring contractors and professionals can access properties and carry out health and safety and risk assessments of property when necessary.
- Develop, build and maintain partnerships with internal colleagues and external stakeholders to maximise resources available to ensure customers can maintain their licence or tenancy.
- Collaborate with colleagues to identify positive practice and new ways of working to deliver on-going service improvements and better outcomes for LiveWest and customers.

You are expected to work within the guidance set out in LiveWest’s policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

### Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Experience of working with a wide range of people from varying backgrounds with housing management needs.
- Experience of applying common sense to situations and managing risks.
- Experience in dealing with challenging and dangerous behaviour.
- Knowledge of what housing related support is and the issues that people face on a daily basis.
- Knowledge of safeguarding, risk assessing, risk management and health and safety.
- Demonstrates an understanding of the needs of vulnerable people in a supported housing environment.
- Experience in working practices that deliver improved value for money.
- Ability to manage rent accounts.
- Ability to adopt a methodical, organised approach to work.
- Demonstrates a commitment to the delivery of excellent customer service.
- Ability to assess difficult situations and provide solutions.
- Ability to maintain accurately record relevant information, write letters and reports.
- Work outside of 'normal' office hours as required to attend evening or weekend meetings or provide out of hours emergency cover.
- Ability to work effectively as part of a team, manage own time and conflicting priorities.
- Experience in dealing with tenancy/licence breaches including access, abandonment, anti-social behaviour.
- Knowledge and understanding of supported housing management practice and provision within a Housing Association, Local Authority or voluntary organisation.
- Valid UK driving licence and use of a suitable vehicle for travel to multi-site locations.

### Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.
- Safeguarding certification.
- CIH relevant qualification. (or equivalent study or work experience) or willingness to work towards (D)
- NVQ 3 or equivalent in relevant field. (D)
- Evidence of continuing professional development.











### Safeguarding and Lone Working:

- Enhanced DBS Check.
- Lone working.

### Values and Behaviours to be demonstrated in this role:

<b>We are customer focused</b>	<b>We challenge convention</b>	<b>We deliver together</b>
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 <p><b>We are committed to safety</b> <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p><b>We keep learning</b> <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p><b>We manage ourselves</b> <i>We take accountability for our own performance and actions</i></p>
 <p><b>We listen and take account of customer views</b> <i>We put the customer at the heart of what we do</i></p>	 <p><b>We do the right thing</b> <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p><b>We collaborate with others</b> <i>Works effectively with others to achieve goals</i></p>
 <p><b>We get things done</b> <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p><b>We innovate and improve</b> <i>We constantly seek to improve the way we do things</i></p>	 <p><b>We lead and inspire</b> <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p><b>We communicate effectively</b> <i>We ensure effective flow of information and ideas</i></p>		

*The above criteria are considered essential unless indicated as desirable (D)*

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.