

Job Role	Tenancy Support Worker
Reporting to:	Tenancy Sustainment Area Managers
Responsible for:	Providing tenancy sustainment support to tenants and landlords in the private rented sector
Job Purpose	
<p>To deliver a professional and compassionate tenancy sustainment support service to a caseload of tenants and landlords in the private rented sector. Working positively and proactively with internal and external colleagues, tenants and landlords to identify tenancies at risk and provide support to prevent tenancy failure wherever possible. To work with tenants to minimise rent arrears, maximise their income and understand and their rights and responsibilities.</p> <p>Work collaboratively with other teams, Tenancy Management Officers, Procurement Team and other services, such as partner boroughs and statutory and voluntary organisations, to ensure that services are joined up appropriately and aligned to the aims and objectives of Capital Letters.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • Provide a tenancy sustainment service to support tenants and landlords in the private rented sector • Provide early intervention and practical help to support tenants who are experiencing problems managing their tenancy • Initiate contact with the tenants and landlords at agreed intervals to identify and address any issues with the tenancy • Provide support and advice to households that need light touch interventions and liaise with Tenancy Sustainment Officers on complex cases • Identify, appropriately refer and record issues of child welfare and child and adult safeguarding to the appropriate local authority and liaise with the Tenancy Sustainment Officers • Provide a general benefits advice service to tenants and support tenants when making an application for either Housing Benefit, Universal Credit or other relevant benefits to which they may be entitled. • Liaise with the Department of Work and Pensions (DWP) to ensure all information required is available for processing claims – including those for Universal Credit and to arrange direct payment of Housing Costs, where appropriate • Provide accurate, clear, and practical self-help advice to individual clients, representatives, face-to-face and in writing • Maintain working knowledge of welfare benefit legislation • Create, maintain and update records ensuring client details, instructions, casework actions and outcomes are accurately recorded • Work with the team to promote best practice, learning and sharing knowledge. • Be aware of what is happening in other teams within Capital Letters, help to build solutions and create shared goals in the pursuit of a holistic, joined up service 	
Relationships	

<ul style="list-style-type: none"> • Tenancy Management Officers, Housing Negotiators and other teams within Capital Letters • Landlords, letting and managing agents and other potential providers of PRS accommodation • Partner boroughs, voluntary and statutory services • Housing benefit/DWP and social workers
Information and Performance
<ul style="list-style-type: none"> • Maintain information on landlords, tenants, general contacts and any other relevant information associated with tenancy sustainment, keeping this information up to date at all times, in accordance with agreed reporting arrangements and in line with Data Protection regulations • Support the development of resources for the team and use and support the improvement of any online recording systems • Have a clear understanding of key corporate priorities and how these translate into team and individual objectives
General Information
<ul style="list-style-type: none"> • Adhere to Capital Letters policies and procedures including Health and Safety, Equality and Diversity, Safeguarding and all other legislative responsibilities and financial regulations • Ensure compliance to Capital letters code of conduct in the delivery and provision of services

Person Specification	
Area	Requirements
Qualifications/ Education	<ul style="list-style-type: none"> • Demonstrable working knowledge of welfare benefits and advice work • A level or equivalent qualifications are desirable. What is key is the ability to communicate verbally and in writing effectively and credibly.
Knowledge	<ul style="list-style-type: none"> • Relevant housing legislation and welfare benefit system and regulations. • Knowledge of statutory and voluntary sector sustainment agencies • Awareness of funding available from charitable organisations • An awareness of social exclusion and financial exclusion amongst low income and/or vulnerable tenants. Understanding of the problems faced by those on a low income, and of the skills needed to sustain an effective tenancy. • Understanding of the role of sustainment/resettlement services in homeless prevention • Understanding commitment to equality and diversity • Understanding and commitment to delivering excellent customer service. • Knowledge of all Microsoft packages and ability to learn quickly to use specialist software
Experience	<ul style="list-style-type: none"> • Experience of delivering housing advice in the public, voluntary or private sector • Experience of carrying out needs and risk assessment • Experience of working with computerised data bases • Experience of keeping accurate records relating to customers and service provision. • Experience of working with partner agencies to support individuals

Skills	<ul style="list-style-type: none"> • Excellent oral and written communication and the ability to explain complex information clearly to a range of audiences • Numerate with sufficient financial skills to support benefits claimants effectively. • Excellent negotiating, influencing and liaison skills • Good organisation, planning and attention to detail • Excellent teamwork skills
Abilities	<ul style="list-style-type: none"> • Ability to build excellent working relationships with tenants and landlords, particularly at time of distress. • Ability to remain constructive, solution focused and calm when dealing with challenging circumstances. • Ability to develop and maintain effective partnerships with a wide range of people and organisations • Ability to work in a pressurised environment to tight deadlines exercising a highly developed degree of personal initiative • Proactively respond and adapt to change and effectively manage conflicting priorities and deadlines that may arise within the team
Behaviours	<ul style="list-style-type: none"> • Flexible • Proactive • Determined • Personable • Professional • Commercially minded • Confident with a good sense of humour