



**JOB DESCRIPTION**  
**Tenancy Sustainment Officer**

**Responsible to:** Housing Manager

<b>Department</b>	Housing Management	<b>Responsible for</b>	n/a
<b>EVH Grade</b>	Grade 7 PA22 -PA25	<b>Last reviewed</b>	February 2024

**Job Summary**

To provide a high quality, tenancy sustainment service, out and about in the community, that focuses on and delivers positive outcomes for our tenants and other service users

**Key Focus and Tasks:**

<b>Key Focus: Service Standards Delivery</b>	<p>Deliver our commitment to tenants and other services users as laid out in our Service Standards:</p> <ul style="list-style-type: none"> <li>• <u>Customer Landlord relationship</u> – around equalities, communication, and participation</li> <li>• <u>Neighbourhood &amp; Community</u> – around estate management, anti-social behaviour, nuisance, and tenancy disputes</li> <li>• <u>Access to Housing &amp; Support</u> – around allocations, access to housing and tenancy sustainment</li> <li>• <u>Good value from rents</u> – around value for money, affordability</li> </ul>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Good level of education (E)</li> <li>• Health or counselling related qualifications (D)</li> <li>• Housing related qualification – CIH accredited (D)</li> </ul>
<b>Key Tasks:</b>	<ul style="list-style-type: none"> <li>• Work closely with the Housing Management and Maintenance teams to assess and accept referrals and regularly communicate progress on case work. Including supporting tenants during repair or planned maintenance works.</li> <li>• Create realistic plans in collaboration with vulnerable tenants, enabling them to address issues they may face, which includes: poor mental health, addiction, fleeing domestic abuse, social isolation, recently homeless and risk of being homeless</li> <li>• To assist and support tenants with regards to welfare benefits, budgeting and money management to maximise their income, manage their finances effectively, reduce debt and tenancy sustainment by directing them to the relevant support agency</li> <li>• Liaise with Housing Staff and ELC staff (when required) in the management of anti-social behaviour/complaints to assist in the</li> </ul>

	<p>satisfactory resolution of these and develop pathways to prevent further instances of issues.</p> <ul style="list-style-type: none"><li>• To develop opportunities for partnership working for the benefit of tenants and communities.</li><li>• Supply regular information regarding tenant activities and community development for use on HfL’s website, HfL social media and published literature</li><li>• Document all contact, assessment and assistance provided to tenants and contribute to the reporting as and when required.</li><li>• To negotiate and support access for individuals to community-based services and activities that will support them to live well. At times, it might be necessary to sensitively challenge service providers for the benefit of the service user.</li><li>• Assist people in navigating existing complex pathways, leading to better self-management in future, improving confidence to deal with matters by them self, reducing dependency.</li><li>• Build and maintain a comprehensive database and knowledge of services/activities within East Lothian which can be utilised in the best interests of HfL customers.</li><li>• Communicate effectively and maintain good working relationships with internal and external stakeholders, to ensure that appropriate signposting and referrals are completed in a timely manner and that any issues are identified and dealt with appropriately.</li><li>• Undertake appropriate training and participate in the implementation of trauma-informed approaches to tenant support.</li><li>• To encourage, increase and facilitate all levels of Tenant Engagement within HfL housing stock. Supporting existing tenants groups such as the Tenants Panel with agreed initiatives and to promote positive tenant participation within all HfL areas of service delivery</li><li>• Work with the Community Housing Officer to arrange and attend annual visits.</li><li>• Collect data and provide reports on tenancy sustainment provided as and when required</li><li>• To ensure that the provision of services is compliant with Data Protection Regulations</li><li>• To embrace and participate in own personal development initiatives, identify training opportunities, in order to increase skills and knowledge and ensure that objectives and performance targets are achieved</li><li>• To apply for and administer grants to tenants.</li><li>• To be compliant with HfL’s policies and procedures.</li><li>• To undertake any other tasks and duties within the scope and grade of the post</li></ul>
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<b>Tenant Participation &amp; Consultation</b>	<ul style="list-style-type: none"> <li>• With the Housing Manager, TIS and Tenants ensuring the implementation of the Tenant Participation Strategy and Action plan, creating opportunities for effective tenant and community participation in all areas of our work. Be a visible and familiar face within the community</li> <li>• Contribute to the issue of Newsletters and other publications</li> <li>• Participate in community events</li> <li>• Actively promote membership of HfL</li> <li>• Assist with the development and sustainability of effective tenant participation – this includes attending tenant forum meetings etc.</li> </ul>
<b>Complaints</b>	<ul style="list-style-type: none"> <li>• Deal with Stage 1 complaints in line with procedures</li> <li>• Escalate complaints to Housing Manager as required</li> </ul>
<b>Performance &amp; Risk Management</b>	<ul style="list-style-type: none"> <li>• Monitoring performance in order to achieve our customer service targets and Key Performance Indicators as well as compliance with the Scottish Social Housing Charter. Maintaining administrative systems to ensure that high quality reports can be produced as required by the Housing Manager.</li> <li>• Assist with the implementation of the departments operational plan</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Feed into policy and procedure reviews</li> <li>• Ensure compliance with all HfLs policies, procedures, and processes</li> <li>• Contributing to the development and achievement of our Housing Management departmental action plan and business plan.</li> <li>• Attend meetings out with normal working hours as required</li> <li>• Attend training and personal development sessions as required</li> <li>• Maintaining clear, accurate audit trails of contact with our customers, including in SDM for tenants.</li> <li>• Promote HfL's Equality &amp; Diversity Policy</li> <li>• Carrying out any task that can be reasonably expected in line with the grading and overall responsibilities of this post.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Be aware of the health &amp; safety policies, procedures, and systems</li> </ul>
<b>General Data Protection Regulations/FOI</b>	<ul style="list-style-type: none"> <li>• Handle and protect all personal data in line with our Data Protection policies and current Data Protection legislation</li> <li>• Assist with responses to FOI requests</li> </ul>
<b>Value for Money</b>	<ul style="list-style-type: none"> <li>• Endeavour to achieve VFM in the delivery of all services</li> <li>• Develop opportunities for improvement</li> <li>• Develop working smarter methods</li> </ul>
<p><b>This job description is designed to provide a general statement of the required tasks, duties, and responsibilities. It is not exhaustive and may be subject to amendment and/or review depending on business needs from time to time.</b></p>	