

**Job Description**

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| **Post:** | **Tenancy Support Officer** | | | | | |
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| **Responsible to:** | **Regional Manager** | | | | | |
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| **Job Purpose:**  Manage the service user ‘move on’ life cycle from start to finish ensuring that Service Users achieve a successful tenancy with the appropriate level of benefits in place to support them. | | | | | | | |
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| **Main Duties** | |  | |  | |  | |
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* Develop a ‘move on’ caseload and maintain detailed, up to date notes and supporting documentation demonstrating successful tenancy transitions.
* Act as an enabler by assessing - in consultation with Team Managers and Support Workers, those Service Users who are ready to be transitioned to independent tenancies ensuring that the appropriate benefits will be in place.
* Work collaboratively with regional teams and the wider business to improve the tenancy transition process.
* Assist Service Users by telephone, face to face meeting, e-mail, letter or SMS text by dealing with all matters associated with but not limited to Universal Credit, Housing Benefit and Council Tax Support, Utilities etc.
* Ensure Service User benefit and tenancy applications are completed as soon as possible to ensure deadlines are met and the process completes on time without financial loss to the business.
* Accompany the Service User to appointments to ensure the relevant benefit and tenancy applications are processed. Resolve any issues that may arise during the move on cycle.
* Action information and notifications received from Service Users, landlords the Department for Work and Pensions (DWP), Business Units of the Council and other stakeholders so that benefit information and assessments are accurate, and Service Users and their support workers are updated and notified accordingly.
* Develop and maintain good working relations with third parties, organisations and agencies to ensure a successful tenancy transition for the Service User.
* Act as a subject specialist by maintaining a high level and current knowledge of Housing Benefit and Council Tax Support legislation, guidance, systems and procedures and sharing this with teams and Support Workers.
* Update all relevant Bedspace systems such as ReMas with information concerning the Service Users tenancy, benefit and Utilities etc.
* Liaise regularly with the Accounts Team to monitor financial losses and gains in relation to the move on process. Escalate any concerns or issues to Line Manager.
* Record time spent per Service User to achieve a successful transition to tenancy independence.
* Provide relevant and appropriate data for the purpose of monitoring and evaluation and produce reports to the Line Manager in line with requirements.

**Health and Safety** The post holder is required to carry out the duties in accordance with the company Health and Safety policies and procedures.

**Diversity**

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

**Confidentiality**

The post holder is required to observe and maintain strict confidentiality in respect of guests, clients and all company information.

**Other Duties**

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this post will be mutually agreed with the post holder.