

## KINGDOM HOUSING ASSOCIATION LIMITED

### JOB DESCRIPTION

<b>JOB TITLE:</b>	Tenancy Sustainment Worker
<b>DEPARTMENT:</b>	Housing
<b>JOB GRADE:</b>	Spinal Points (20 - 23)

#### OVERALL AIM OF THE JOB

Under the direction of the Team Leader you will provide information, advice and short term support to help clients of Kingdom Housing Association. This will involve helping our clients who are experiencing a crisis or ongoing tenancy related issues which threaten their tenancy.

#### MAIN TASKS OR ACTIVITIES OF THE JOB

##### Tenancy Sustainment

1. Provide clients with practical advice and support on a range of tenancy related issues that will help them establish and / or maintain their tenancy. This may include one off interventions or longer term time limited interventions to deal with ongoing tenancy issues.
2. Assist vulnerable clients to adhere to their tenancy conditions, by providing short term help in reporting repairs, avoiding condensation in the property, basic decoration and home maintenance and keeping the tenancy in a generally acceptable condition. They will also assist clients to identify antisocial behaviour and avoid engaging in antisocial behaviour. This will include working with clients who have difficulty refusing disruptive visitors access to the property.
3. Ensure that all appropriate information is shared with the other colleagues who are supporting our clients.
4. To assist clients to deal with rent arrears by referring them to our internal Money Advice / Arrears Officer in the first instance.
5. Help clients access information on bank accounts and help where appropriate to set up these accounts in preparation for Universal Credit.
6. Work in accordance with the Associations aims, objectives and procedures and in accordance with all regulatory requirements.
7. To make sure that clients with debt are referred to the appropriate agencies and to provide the necessary support that will make sure that the clients engage with the necessary services in order to manage the debt.

8. As appropriate, take part in case conferences and other collaborative groups aimed at helping individual tenants.
9. As appropriate, refer clients to employability and training projects designed to promote social inclusion and entry into the job market.
10. Help clients to complete forms for things that will help them sustain their tenancy.
11. Liaise and engage with fuel poverty groups and refer tenants for appropriate advice and assistance in avoiding fuel poverty.
12. Develop effective relationships with other staff within Kingdom providing services to clients in order to meet the clients need.
13. Make referrals to Social Work and other support agencies using established systems such as FORT.
14. Help in the development and maintenance of administrative systems designed to record details of referrals, interventions and record the outcomes achieved after support is ended.
15. Record and maintain records which aid in the evaluation and review of the service.

### **OTHER FEATURES OF THE JOB**

The hours of work are 36 per week. As you will be dealing with vulnerable people with complex needs this may involve evening and weekend work.

The post will require the individual to have or able to gain a full driving licence.

The post will involve extensive one to one work in the field and therefore a considerable amount of lone working will be undertaken.

As this is a new post, the duties and responsibilities may be altered over time.

It is likely that the duties listed may need to be varied to suit the changing requirements of the Housing Service.

Kingdom gives every encouragement to members of staff to undertake training for approved courses including financial assistance where appropriate.

### **JOB LOCATION**

The administrative base is at our Glenrothes office, however, you will be required to work and operate at any of the Association's offices in order to meet the flexibility requirements of the service. The Association reserves the right to either temporarily or permanently move an employee to another location.