Housing - Visiting and Tenancy Sustainment Officer

Reports to:	Tenancy Sustainment and Visiting Officer Team Leader		
Department:	Residents & Housing Services	**Grade:**	S01
DBS Status:	Basic DBS required	**Politically restricted:**	No

Job Purpose:

To be the face of the council and deliver outstanding services and embed a culture of putting residents first by having responsibility for having a programme of visits to be completed to those most vulnerable to ensure they are able to sustain their tenancy and co-ordinate services to provide support where issues are identified

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. To lead on completing a programme of visits completing the prescribed form for Council tenants in Brent. This will enable the Council to capture relevant data and information related to residents that will help with the shaping of services and identify where the highest needs groups are.

2. Undertake a dynamic risk assessment of a resident's home to establish any Health and Safety concerns in the property including combustible items on the balcony and if a resident is unable to self-evacuate in an event of an emergency.

3. Mitigate the risk associated with disrepair and poor property conditions. Where there are cases of poor property conditions, damp/mould or possible disrepair, to refer to Repairs and Area Tenancy Manager (ATM) and ensure that residents are provided with support and feedback on these issues.

4. Identify any repairs or maintenance issues and provide the resident with realistic timeframes on repairs response turnaround.

5. To distinguish any suspected fraudulent housing tenancy fraud or breaches of tenancy conditions and refer to the ATM

6. Promote fire safety in homes including testing fire alarms and carbon monoxide devices. Where relevant referring tenants to appropriate written advice and arranging support as necessary such as a home fire safety visit.

7. To identify and refer tenants who are vulnerable or struggling to maintain their home or who are suspected of being subjected to abuse, neglect or other safeguarding matters within their home and ensure they have appropriate support in place to address any direct welfare risks or risks to their ability to sustain their tenancy.

8. Apply working knowledge of capital works plans on the Visiting Officer's allocated patch and be able to advise residents accordingly. To also advise the Capital Works Team and Housing Programme Manager on suggestions for future capital works and ensure that residents' feedback is provided to this team.

9. Capture and verify household information, including occupancy details, employment status and any disabilities to ensure that tenants are adequately supported.

10. Request residents to complete Equality Monitoring forms on home visits to improve profiling data which can contribute to tailoring Council services for residents.

11. Respond to emergency incidents whether attending on site or contacting a resident and ensure that learning is discussed with the Neighbourhood Resident Services Manager and implemented into day-to-day housing management services.

12. Provide advice on tenancy related matters and refer or signpost to relevant departments where appropriate.

13. To contribute to ongoing service improvements through participation in project group and resident participation meetings to identify good practice methods or gaps in service delivery to assist with improving services for our residents.

14. To keep residents updated on areas of interest such as upcoming estate improvements and any projects that are being worked on with the resident engagement team and other teams, i.e., digital inclusion and resident focus groups.

15. Identify any complex cases which require urgent follow up work and work with the relevant Area Tenancy Manager or Property Services to highlight and monitor progress to obtain outputs of service delivery for residents.

16. Identify relevant support for residents and make necessary referrals to appropriate services, such as, employment support, occupational therapist, Resident Engagement and Financial Inclusion.

17. To ensure that written correspondence is responded to within the given timescales and that written responses are of a high quality and are resident focussed.

18. To ensure all records and actions of home visits are recorded accurately and are factual.

19. Provide a professional customer experience at point of contact by being empathetic, caring and putting the resident first.

20. To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.

21. To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.

22. To undertake visits on occasions outside of normal office hours to ensure those hard to reach

23. To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.

24. To perform any other reasonable minor and non-recurring duties appropriate to the role of Visiting and Tenancy Sustainment Officer.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications

Knowledge and Qualifications

1. Understanding of social housing and delivering services to residents including key legislation and an understanding of the wider Council services
2. Understanding landlord obligations from a safeguarding context
3. Chartered Institute of Housing qualification at level 3 and above or equivalent experience in housing management.
4. GCSE pass in English and maths or comparable/equivalent qualifications
5. An understanding of Health legislation, Fire Safety, Welfare and Employment knowledge
6. An understanding of data protection and GDPR

Experience

7. Experience of working within a local authority or similar type of organisation where there was interaction with service users.
8. Demonstrable experience of supporting residents

Skills and Abilities

9. Demonstrable excellent customer services skills and having a coordinated working approach
10. Possess the ability and skills to use technology proficiently including housing systems
11. Ability to relate to a wide range of residents including those from different cultures and religious backgrounds and work in a non-judgmental way.
12. Ability to record detailed file notes which are accurate
13. Ability to work with minimum supervision and deliver required work against conflicting work pressures and deadlines
14. Ability to be flexible with working hours
15. Able to offer information, advice and guidance to residents and establish local contacts in way that fosters partnership working.