

Rykneld Homes Ltd.

Job Description

Division: Neighbourhoods

Service: Housing Operations

Post: Community Sustainment Officer

Post Number: RH061

Responsible To: Community Sustainment Manager

Subordinates: None

Key Accountabilities

The post is responsible for comprehensive assessment of tenant's needs in respect of any risk to tenancy, which may require more intensive support in order to help sustain tenancies. This will include developing solutions to issues relating to tenancy support, anti-social behaviour and nuisance cases. You will be visiting tenants at home to explore options and solutions, agreeing a support or action plan, and delivering solutions directly or in partnership with other teams or agencies.

You will think beyond established practices in order to create innovative solutions for tenants to build personal capacity and encourage independence. Keeping accurate records of case management and producing clear performance information to demonstrate practical outcomes and a customer focused service in response to a wide range of housing related support needs:

- To swiftly investigate and case manage issues referred to you, in relation to community sustainment, nuisance, harassment and anti-social behaviour, using appropriate partnership, legal remedies and other interventions to prevent community failure and prevention of crime and disorder.
- To support the delivery of community sustainment strategy, policy and procedure including anti-social behaviour to ensure consistency of service levels, standards and performance.
- Coordinating a support plan package of assistance and delivery of an effective community support service including tenancy support, anti-social behaviour case management, and referring to other support where required.
- Assessing requirements and providing assistance in relation to a varied range of issues to support tenancy sustainment principles.
- Addressing welfare and safety concerns through signposting to other support agencies.

- Supporting tenants who are vulnerable and have the potential for breaches of tenancy conditions to avoid enforcement action.
- Identify and help support tenancy risks linked to debt and financial exclusion.

Core service objectives

- To be fully accountable for integrated management of support cases involving other departments regarding anti-social behaviour, housing related support, repairs, rents, allocations, and regeneration to ensure effective coordination of communication and decisions.
- To correctly administer requests for support and anti-social or nuisance resolution. To promptly arrange evaluation of needs to ensure early intervention to address all potential tenancy and welfare risks.
- Assist in keeping accurate records for all cases, including those in relation to complex anti-social behaviour cases, so they can be used when preparing legal documentation.
- Work in partnership with the Neighbourhoods Team to undertake swift investigation, tackle and resolve incidences of break down in community sustainment through the effective use of non-legal and legal means including tenancy support services to minimise the effects of anti-social behaviour in communities and improve quality of life of our tenants and residents. Focussing on early dispute resolution/restorative and mediation approaches and on more serious cases making decisions on which cases require formal legal action, preparing cases and representing where appropriate Rykneld Homes as advocate and presenter of cases at Court as Professional Witness where required.
- To support the delivery, implementation and adherence to the community sustainment, nuisance, harassment and anti-social behaviour policies and procedures and related policies and procedures, to ensure that all cases are dealt with equally, fairly and on their individual merits.
- To deal effectively with cases where there are safeguarding, abuse and/or hate crime concerns. Working in partnership with colleagues and relevant organisations to contribute to a positive outcome for the individual, household and community.
- To undertake serving of enforcement notices, installing monitoring equipment, monitoring activity, preparation of cases for submission at court regarding breaches of the tenancy agreement, attendance and presentation of evidence at court, following through enforcement action with appropriate services.
- Managing a wide range of support cases and responding to enquiries from tenants, leaseholders, elected members and colleagues.
- Address vulnerability issues through support in relation to non-compliance with tenancy conditions such as illegal occupation, sub-letting, abandonment, upkeep of property, provision of access working in partnership with the Housing and Support Manager.

- Address vulnerability issues in relation to cases of nuisance and anti-social behaviour where there is an increased, more intense support requirement. Working with other teams and Community Safety Partnerships to encourage safe, cohesive communities.
- To respond to requests for intense, complex support solutions initiated by colleagues or directly from clients and ensure that appropriate support is provided through documented support plans that you will deliver or collaborate with other teams and agencies to deliver.
- To coordinate any support or enforcement action on your caseload by working closely with the Housing and Support Managers and Officers, Allocations Officers, Financial Inclusion Officer and Occupational Therapist.
- Provide cover and support to colleagues and respond to demands and enquiries for other management areas to ensure customer service is maintained.
- Maintain awareness and support effective delivery of wider objectives such as housing & estate management, repairs, and rent collection.
- Encourage solutions to address under- occupation and overcrowding by exploring options with tenants.
- Working with Financial Inclusion Officers and the Rent Team to assist in addressing debt issues and provide welfare benefit advice to clients
- Supporting the Housing & Support Officers as required to maintain the Falls/Emergency Response service

Service Performance, Monitoring and Improvement

- Identify, investigate and resolve safety concerns such as domestic abuse, honour and hate crime involving tenants and their households and ensure effective Safeguarding, MARAC, MAPPA, VARM multi-agency working.
- Maintain current awareness of tenant and household circumstances through comprehensive investigation thinking laterally to consider all implications and support needs.
- Think beyond established practices considering all circumstances to make the best decision in terms of support offered and action taken to help tenants.
- Use sound judgement to recommend solutions based on understanding of housing good practice and legislation.
- Work in accordance with all Health and Safety requirements
- To identify opportunities for service improvement and support change projects.
- To be a positive ambassador for Rykneld Homes at external meetings

Key Contacts

- Tenants and Service Users
- Service user Groups
- Tenant advocates and legal advisors
- Solicitors and court officers
- Police and community safety partnerships
- Community Partnerships
- Councillors and MPs
- Rykneld Homes Senior Management Team
- Rykneld Homes managers and staff
- Council Programme Areas and corporate services
- Other public sector service providers and Social Care Providers
- Voluntary and charitable organisations
- Contractors and their representatives including managed services

Person Specification

Special Skills and Knowledge	Essential	Desirable
<ul style="list-style-type: none"> • Ability to work unsupervised and think independently • Use lateral thinking to investigate a problem and anticipate the subtle implications • Sound judgement and ability to think beyond established practices • Evidence of personal contribution to service improvement • Up to date knowledge of housing management and good practice • Understanding of approaches to breaches of tenancy conditions • Knowledge of landlord and tenant law • Proactive problem solving skills • Interpersonal and networking skills • Presentation skills both written and oral • Strong administration skills and ability to develop well written documents and reports • Ability to interpret complex cases and present key issues clearly and offer options and solutions • Genuine belief in the value of resident involvement • Understanding of housing related support frameworks for vulnerable tenants 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
Personal Skills/ Characteristics	Essential	Desirable
<p><u>Experience</u></p> <ul style="list-style-type: none"> • At least 2 years experience of working in the social housing sector in a customer facing role • Development of housing related support and evaluation of risks and needs • Experience of working to resolve complex anti-social behaviour and nuisance cases using housing law to aid the final outcome • Experience of partnership working to deliver support and address vulnerability • Support for change management projects • Administration of processes and procedures in housing management • Working with communities and customer groups • Understanding of debt prevention and financial inclusion • Experience of approaches to address medical, welfare, safety or security risks in collaboration with other agencies • Evaluation and support for accommodation needs • Understanding of Falls Response procedures 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓
<u>Qualifications</u>	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓

impact working in the social housing or social care	✓	
<u>Personal Qualities</u>		
<ul style="list-style-type: none"> • Assertive and self confident • A 'can do' approach • Well organised and task focused with the ability to handle pressure • Genuine customer focus • Resilience and innovation in response to challenges • Empathy and moral purpose • Proactive and results orientated • Commitment to ethical, non-discriminatory behaviour • Accuracy and attention to detail • Excellent negotiator and communicator • Sets high standards and has the confidence to skilfully challenge others • Uses common sense and is calm in a crisis 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<u>Other attributes</u>		
<ul style="list-style-type: none"> • Ability to attend occasional our of hours meetings • Ability to respond to urgent needs of the business outside of normal working hours • Access to a car insured for business use • A full, clean UK driving license • Criminal Records Bureau check 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	

This specification is not exhaustive and you may be required to undertake other duties commensurate to the role and be flexible in response to the exigent needs of the business.

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the short-listing manager.