

Job Description



POST IDENTIFICATION

Post Title	Tenancy Support Officer				
Grade	6	Job Evaluation ID:	1513	Date Evaluated/Reviewed	June 2016
Service Area	Regeneration, Investment & Housing				
Service Team	Housing Needs				
Responsible to	Accommodation and Support Manager				
Areas of Responsibility	Click here to enter text (name of teams).				
Number of staff responsible for	None	<u>Political Restricted Role</u> <small>(refer to special conditions section)</small>	No	<u>DBS Required</u>	No
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To offer structured support to homeless households who either at risk of being made homeless or who have been placed into temporary accommodation by Newport City Council with the key aim being to provide practical and emotional support, advice and information to individuals in order to promote independence and help to resettle in the community.

To liaise and work with a range of statutory and voluntary organisations in order to maximise the available resources for customers.

KEY RESULT AREAS

1. To act as key worker for allocated generic client case load.
2. To act as part of a team, building professional relationships with its clients, working towards non-institutionalisation and resettlement in the community.
3. To work alongside other staff within the Housing Needs Unit to provide the best service for clients, ensuring that homelessness is prevented where possible and practicable to do so.
4. To carry out all administrative tasks in relation to own workload.
5. To maintain records in line with Newport City Council's Data Protection and Confidentiality policies and procedures.
6. To participate in shared administrative work.
7. To network effectively with voluntary and statutory agencies, and liaise with these organisations to promote the needs of the clients.
8. To help clients develop links with voluntary and statutory agencies in order to access community resources and relevant services.
9. To advise and/or assist clients with benefit and housing information to maximise benefits and opportunities.
10. To participate in regular monitoring, evaluation and development of the service to ensure good practice is maintained and Supporting People reviews are successful.

11. To provide an effective assessment service and to devise and implement individual personal support and plans with clients.
12. To consult with service users in order to develop, evaluate and monitor the service so that it can develop effectively.
13. To facilitate advocacy and mediation processes for clients in dispute resolution.
14. To share responsibility for safety of self and others in line with Newport City Council Policies and procedures.
15. To participate in supervision, personal development plans, team meetings, training and other forums and to sign up to and actively promote the team.
16. To deputise for the Accommodation and Support Manager/Deputy Accommodation and Support Manager where appropriate.
17. To carry out duties and responsibilities where necessary, appropriate and practicable, of the same grade within the Housing Needs Unit in order to ensure that a seamless and consistent service is provided to all customers.
18. To contribute to and adhere to the Council's financial regulations, standing orders, policies and procedures, in particular, Health and Safety, Confidentiality, Equal Opportunities, Data Protection and Customer Care.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Educated to A Level, NVQ Level 3 or equivalent (or be prepared to undertake study to obtain qualification) or 2 (two) years relevant experience working with clients in housing. 	<ul style="list-style-type: none"> • Current driving licence.
Knowledge	<ul style="list-style-type: none"> • Understanding of homelessness and its impact on individuals and families • Minimum of six months working knowledge of housing or supported accommodation 	<ul style="list-style-type: none"> • Click here to enter text.
Experience	<ul style="list-style-type: none"> • Experience of support work and understanding of assessment, support planning and review • Minimum 1 year experience of working with disadvantaged groups of people particularly those who have experienced homelessness. 	<ul style="list-style-type: none"> • Click here to enter text.
Aptitude & Skills	<ul style="list-style-type: none"> • Ability to work in partnership with colleagues in the statutory and voluntary sector. • Ability to work on own initiative and manage own time effectively. • Good written and verbal communication skills • Computer literacy and IT skills. • In order to maximise support for our clients, officers must be able to work occasionally outside normal office hours 	<ul style="list-style-type: none"> • Demonstrate a commitment to team work • Knowledge of or willingness to learn about housing and welfare benefits. • To have experience of working in a planned way that empowers residents • Understand importance of and respect confidentiality

EXPECTED BEHAVIOURS & VALUES

Encourage and support others as part of a team. Give guidance and advice to others. Grow positive working relationships

Share best practice and contribute to development of practices. Maintain a realistic and positive attitude to change.

Communicate openly, being straightforward with people to generate trust and confidence.

Use initiative to follow procedures to make appropriate decisions. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities

Understand and demonstrate a willingness to promote positively the [Strategic Equality Plan](#) of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements.

Welsh requirements for this post (see [Welsh Language Skills Assessment](#) for skill levels)

Listening /
Speaking Skills

0

Writing Skills

0

Reading /
Understanding Skills

0

Special Conditions

Disclosure & Barring Service Disclosures

Not Applicable

Politically Restricted

Choose an item.

Other (including physical demands and working conditions)

[Click here to enter text.](#)

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

To find out more about working for Newport City Council, visit www.newport.gov.uk or click [here](#)