

# Job Description



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|------------------|---|
| Date             | <b>March 2014</b>                         |
| Post Title       | <b>Tenancy Support Officer</b>            |
| Post No.         | <b>PH152</b>                              |
| Grade            |   |
| Section          | <b>Housing Needs Unit</b>                 |
| Service Area     | <b>Planning and Economic Regeneration</b> |
| Service Grouping | <b>Environment and the Economy</b>        |
| Responsible To   | <b>Senior Tenancy Support Officer</b>     |

## Job Purpose

To offer structured support to homeless households who have been placed in temporary accommodation by Newport City Council.

To act as a key worker providing practical and emotional support, advice, information and advocacy towards the goal of resettlement in the community.

To liaise with a range of statutory and voluntary professionals and organisations to maximise resources for the client.

## Key Results 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 effectively in partnership with hostel and housing staff to provide the best service for clients.
4. To carry out all administrative tasks in relation to own workload. To maintain records in line with Newport City Council's Data Protection and Confidentiality Policies. To participate in shared administrative work.
5. To network effectively with voluntary and statutory agencies, and liaise with these organisations to promote the needs of the clients. To help clients develop links with these agencies to access community resources.
6. To advise and/or assist clients with benefit and housing information to maximise benefits and opportunities.
7. To participate in regular monitoring, evaluation and development of the service to ensure good practice is maintained and Welsh Assembly Government Supporting People Reviews are successful.
8. To provide an effective assessment service and to devise and implement individual personal support and plans with clients.
9. To consult with service users in order to develop, evaluate and monitor the service so that it can develop effectively.

10. To facilitate advocacy and mediation processes for clients in dispute resolution.
11. To share responsibility for safety of self and others in line with Newport City Council Policies and procedures.
12. To participate in supervision, personal development plans, team meetings, training and other forums and to sign up to and actively promote the Tenancy Support Scheme team ethos.

## **Qualifications and Experience**

Minimum 1 year experience of working with disadvantaged groups of people particularly those who have experienced homelessness.

## **Supervisory Responsibilities**

None

## **Supervision Received**

Senior Support Officer

## **Principal Contacts**

Hostel staff  
Clients  
Housing colleagues  
Associated agencies

## **Special Conditions**

### Disclosure and Barring Service

This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will be subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement.

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| <p>This job description sets out the main duties 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 entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.</p> |
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# Job Requirement



Date **March 2014**  
Post Title **Tenancy Support Officer**  
Service Area **Housing and Area Regeneration**

| Requirement   | Essential or Desirable | How Tested (S) used at Shortlisting |
|---|------------------------|-------------------------------------|
| <b>Education/Qualifications/Knowledge</b>   |                        |                                     |
| 1.1 Understanding of homelessness and its impact on individuals and families  | E                      | Application Form (S)                |
| 1.2 Minimum of six months working knowledge of housing or supported accommodation   | E                      | Application Form (S)                |
| 1.3 Educated to A Level, NVQ Level 3 or equivalent (or be prepared to undertake study to obtain qualification,) or two years relevant experience working with clients in housing. | E                      | Application Form                    |
| <hr/>   |                        |                                     |
| <b>Experience</b>   |                        |                                     |
| 2.1 Experience of doing support work and understanding of assessment, support planning and review   | E                      | Application Form (S)                |
| 2.2 Minimum 1 years experience of working with disadvantaged or vulnerable people.  | E                      | Application Form (S)                |
| <hr/>   |                        |                                     |
| <b>Aptitudes and Skills</b>   |                        |                                     |
| 3.1 Ability to work in partnership with colleagues in the statutory and voluntary sector.   | E                      | Application Form                    |
| 3.2 Ability to work on own initiative and manage own time effectively.  | E                      | Application Form / Interview        |
| 3.3 Demonstrate a commitment to team work   | D                      | Application Form /interview         |
| 3.4 Good written and verbal communication skills  | E                      | Application Form/ interview         |
| 3.5 Computer literacy and IT skills.  | E                      | Application Form (S)                |
| 3.6 Knowledge of or willingness to learn about housing and welfare benefits.  | D                      | Application Form                    |

## Personal Attributes

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| 4.1 To have experience of working in a planned way that empowers residents | D | Interview                   |
| 4.2 Understand importance of and respect confidentiality                   | D | Application Form /Interview |

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## Circumstances

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| 5.1 In order to maximise support for our clients, officers must be able to work occasionally outside normal office hours | E | Application Form |
| 5.2 Current driving licence.   | D | Application Form |
| 5.3 Welsh Speaking   | D | Application Form |

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## Equal Opportunities

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| 6.1 Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport City Council | E | Interview |
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