



Ipswich Borough Council
Job Description: **D63**

Tenancy Support Officer

Main Purpose of Job

To provide a floating support service for Ipswich Borough Council's tenants and to liaise with statutory and voluntary organisations to access appropriate external support. Aim is to encourage independence and sustain tenancies.

Main Duties

1. Provide advice, support and assistance to tenants in need of help to manage and sustain their tenancy.
2. Complete an assessment of the support required as well as the risk to staff and/or the community, referring to support agencies as and when assessed appropriate.
3. Establish a monitoring and referral system, liaising with other officers and outside agencies to ensure the tenants' requirements can be met and provide any additional support needed.
4. Liaise with the Accommodation Team regarding those applicants identified as ready to be offered a Council tenancy and provide pre tenancy advice, support and assistance.
5. Work in partnership with various agencies, including Adult and Care Services, Financial Inclusion Advisory Service (FIAS), Mental Health Service and the National Health Service as well as voluntary and statutory bodies. This may include attending meetings and making presentations.
6. Maintain case notes and provide performance monitoring information to the Tenancy Support and Enforcement Manager. May also be required to provide training to staff.
7. Establish network of agencies available to provide specialist support for Council tenants and communicate this to Housing staff.
8. Ensure the quality of support provided by external agencies concurs with any requirements of Suffolk County Council or other key partners of IBC.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

Person Specification

Tenancy Support Officer – D63

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	NVQ Level 4 or similar qualification at this level or 3 years qualitative experience.	Housing Related Qualification	Application and interview
Relevant experience	Experience of working in housing or a related field Experience of partnership working with external organisations as well as working directly with individual clients/tenants Experience of working with vulnerable adults and/or those at risk Experience of facilitating case reviews Experience of using Microsoft office	Experience of providing welfare advice and support Experience of working in care environment Experience of introducing and setting up new systems Experience of delivering presentations	Application/Interview/Test
Specialist knowledge	Knowledge of housing options and support services available within Ipswich Knowledge of welfare benefits Knowledge of safeguarding	Knowledge of housing and homelessness legislation Knowledge of social care legislation	Interview/Test
Personal skills	Demonstrate effective communication skills both verbally and in writing Ability to prioritise own work load and Demonstrate accuracy and attention to detail when maintaining records		Interview/Test

	Ability to work using own initiative with minimal supervision Proven ability to make difficult decisions Flexible and adaptable in response to change		
Special working conditions	Full Driving Licence Enhanced Disclosure Barring Service check required		Application/Interview