Job Outline

Post:	Tenancy Sustainment Assistant
Location:	
Hours:	35 Hours per week
Duration:	Permanent
Service:	Housing
Grade:	HC5
Contact Name:	
Contact email:	

Job Purpose

The Tenancy Sustainment Assistant plays a vital role in supporting Highland Council's housing service by helping tenants maintain successful tenancies and preventing homelessness. As an integral part of the area housing teams, the postholder will provide practical advice to individuals facing challenges around tenancy sustainment, including financial hardship, benefit issues and general tenancy management. The role involves conducting home visits, working closely with other agencies, coordinating referrals and maintaining accurate records.

This is an exciting opportunity to join a committed housing service that strives for consistent improvement and development with a focus on excellent customer care. The postholder will be able to work with a diverse group of people and deliver outcomes for tenants and clients.

By delivering proactive, person-centred assistance, the Tenancy Sustainment Assistant contributes to the Council's wider objectives of promoting housing stability, improving tenant wellbeing, and fostering resilient communities.

Job Description – Key Duties and Responsibilities

1. Provide advice and assistance to tenants around their rights and responsibilities.
2. Ability to recognise behaviours which may impact on successful tenancy sustainment.
3. Develop good working relationships with tenants and colleagues.
4. Develop and maintain contact with tenants to maximise engagement and minimise breaches of tenancies.
5. Assist and enable tenants to understand their tenancy agreements and report repairs.
6. Conduct tenancy sustainment visits with tenants in their homes.
7. Provide excellent customer service with a proactive approach to achieving outcomes.
8. Adhere to Highland Council policies and procedures.
9. Use IT systems competently and record accurate, relevant, and up to date information on our internal housing systems.
10. Always adhere to GDPR regulations and retain integrity around confidentiality.
11. Identify unmet needs and signpost accordingly.
12. Liaise and work closely with internal colleagues such as maintenance, operations, finance, and welfare support teams to achieve positive outcomes for clients and the Service.
13. Work as part of a multi-disciplinary housing team to deliver an effective and efficient housing service.
14. Develop relationships with and liaise with external agencies.
15. Proactively find solutions to tenancy sustainment issues.
16. Encourage engagement from the tenant with professionals.
17. Contribute to performance targets and reviews.
18. Carry out joint home visits and tenancy inspections when required.
19. Assist Housing Officers to record, respond and manage Anti-Social Behaviour complaints.
20. Work closely with Housing Officers to develop, maintain and update a clients tenancy sustainment plan.
21. Encourage and develop Tenant Participation and participate in events as and when required.
22. Professionally and appropriately represent the housing service and the Highland Council.

Other Duties

The postholder may be required to undertake any other duties appropriate to the level of the post. Duties and responsibilities will vary from time to time.

You may be required to provide an emergency standby service on a rota basis and provide your details as an emergency contact.

You may be required to work in other locations across Highland in order to meet service delivery requirements

Person Specification

Essential Attributes

1. Good standard of education which includes literacy, numeracy, and IT skills.
2. Chartered Institute of Housing Level 2 Qualification or the willingness to undertake this within the first 12 months of employment.
3. A general understanding of current housing legislation, the role of the Scottish Housing Regulator and local authority bodies such as COSLA.
4. A general understanding of the benefits system and financial supports available to eligible people.
5. Experience of providing a front-line customer service and having a strong commitment to customer care.
6. Empathetic and non-judgemental with an individualised and objective approach to customers.
7. Excellent verbal and written communication skills.
8. Proficient IT skills, particular use of Word, Excel and other relevant IT systems.
9. Personal resilience and techniques to manage the more emotive aspects of the role.
10. Ability to work in a performance monitored environment and be accountable for individual performance with a drive to consistent improvement.
11. Awareness of relevant legislation, policies, and procedures.
12. Ability to build positive working relationships with colleagues, work as part of a team and manage any conflict which may arise in a mature and reasonable manner.
13. Time management skills which incorporate organisation, planning, reviewing, and prioritising.
14. Problem solving skills and a solution focused approach with a positive attitude.
15. Political awareness of service delivery within local government.
16. A commitment to expanding and developing skills and knowledge which includes attending training, including corporate training, and undertaking academic requirements.
17. Ability to be open, honest, and transparent with your line manager about your workload, training needs and anything which may impact your ability to carry out the role.
18. Ability to work to the correct level within the grading of the post and be accountable for the remit that involves.
19. The ability to use initiative and to work well within a team.
20. Have access to personal transport or be able to travel to meet the requirements of the post.

The Highland Council
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Health and Safety

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

- Become familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within Highland Council.
- Have an understanding of the importance of Health and Safety in the workplace and familiarise themselves with the Highland Council's Health & Safety Procedures.