

Supported Tenancies Officer

Service: Housing Choice and Support

Grade: 3A

Salary: £25,481 -

£27,741 (full-time)

Hours: Full-time (36 hours per week)

Flexible working arrangements
considered

Reporting to: Principal Officer Supported Housing

Location: Salford
Housing Options Point,
Wesley Street, Swinton

About the role

- Develop effective working relationships with colleagues, partners and key stakeholders to support the delivery of homeless prevention and floating support services.
- Manage and maintain processes that capture customer feedback to create a culture of continuous improvement
- Promote, encourage and support customer involvement and engagement in client's communities and services.
- To coach and empower clients to be able to independently manage all aspects of life skills including areas such as rent areas, property condition, Skills and Works, Health and Income Maximisation.
- Proactively engaging with Rough Sleepers and other hard to reach groups, such as veterans and those with drug and alcohol misuse and mental health concerns to offer assistance and support with finding accommodation and accessing other essential services
- To undertake outreach sessions to locate rough sleepers and support them into accommodation
- Build and maintain knowledge of relevant legislation relating to tenancy management and welfare reforms.
- Knowledge of associated legislation, regional and national community strategies, actively seeking to keep up to date with any changes in legislation, government directives and good practice.
- To ensure that all support work is undertaken within the service specific Data protection and Confidentiality policies.
- To assess vulnerable clients in relation to their accommodation and support needs with particular regard to sustaining their home and preventing homelessness.
- Agree and implement with the client a holistic support plan which meets SMART objectives for themselves and other members of their household.
- Undertake regular reviews of the support plan in liaison with the client, all relevant agencies, carers and interested partners.
- To complete the necessary administration systems to ensure the accurate recording of all work undertaken.
- To reliably complete a safety plan for those experiencing or at risk of domestic abuse.
- To procure additional funds for clients through application to various and appropriate charities. This includes assisting with supervised spending as appropriate.

Our priorities

Tackling poverty and inequality



Addressing poverty and tackling inequalities

Education and Skills



Developing skills and a strong education offer

Health and Social Care



Working with partners to improve health and wellbeing

Development



Investment that provides jobs with decent wages

Housing



Connecting affordable housing

Transport



Connecting affordable transport with jobs and skills

A transparent effective organisation



Delivering effective and efficient council services

- To participate in Adult or Children's Safeguarding meetings if required. To co-ordinate a multi-agency support package to address the individual needs of vulnerable clients and their families.
- Work in close collaboration with commissioners, Adult and Children Social Care, all registered providers, DWP, Skills and Work partners and health practitioners to identify priorities and emerging issues within vulnerable households and communities.

Social Impact



Using social value to make the most difference in Salford

Key outcomes

Effectively liaise with other public and private sector bodies to ensure best practice is identified in relation to supporting those with a housing need	To ensure that all agencies working with the client are working in a joined-up approach to avoid resources being wasted or misdirected.
Develop bespoke customer focused early intervention and prevention initiatives that promote tenancy sustainment, and assist vulnerable people to participate in their communities	To work in an environment that delivers lean and efficient services whilst delivering high levels of performance.
Deliver evidence based bespoke housing related support and homeless prevention services that are proactive and responsive.	Active contribution to Greater Manchester strategy, initiatives and operational requirements for the accommodating of those who have barriers to housing such as veterans, rough sleepers and those at risk of rough sleeping
Deliver activities that are aligned to homeless prevention, financial inclusion and safer communities.	Ensure the homeless prevention and support activities maintain delivery of the organisation's and Salford City Council's corporate objectives.
Promote a safeguarding culture within Salford City Council, including safeguard and promoting the welfare of children and vulnerable adults when carrying out the Supported Housing team's functions. Support the designated safeguarding leads to achieve excellence in safeguarding	Support the development of and compliance with robust performance monitoring, quality management systems and bespoke Service plans that achieve efficiency and value for money when benchmarked with comparative organisations.

What we need from you

Personal and professional credibility at all levels of the organisation that demonstrates the positive contribution you can make to service delivery.	Influencing and stakeholder management skills and the ability to build relationships.
Models and demonstrates the City Council's values (the 4 P's) and leadership behaviours.	Capability in achieving departmental outcomes and meeting the organisational priorities.
Ability to adapt and respond to change and challenges in a positive manner	Skilled communicator who can deliver difficult and challenging messages with clarity in line with the Local Authorities responsibilities surrounding Homelessness and other legislation
Up to date knowledge of legislation such as the Homelessness Reduction Act 2018, the Care Act 2014, the Children's Act 1989	Ability to work as part of a team, whilst being self-motivated and the ability to use initiative
A knowledge of the city of Salford's environment and its widely differing needs across the range of services and wider issues in local government, partner organisations, public and private sector.	Good negotiation skills to manage in-house and external scenarios requiring a resolution.
Ability to support colleagues to achieve and realise their full potential through coaching and mentoring techniques ensuring a one team approach.	The ability to work in close collaboration with commissioners, Adult and Children Social Care, all registered providers, DWP, Skills and Work partners and health practitioners to identify priorities and emerging issues within vulnerable households and communities.

Fully embrace the development of annual team and service improvement plans and provide regular feedback through 1to1 and appraisal process.		Responsible for the knowledge and understanding of own personal and team objectives and priorities and how the role contributes to achievements.
Understanding of working in a political environment and decision making in a public body where outcomes may not always be able to meet expectations.		A flexible, creative and innovative solutions focused approach.
The ability to travel across the Salford and Greater Manchester areas, either through the use of a vehicle insured for business use or using public transport.		

