



Tenancy Support Adviser - Portsmouth Homes

Location: PO1 - PO9 Area

Salary: Band 7 - £32,061 - £36,363 p.a.

Hours: 37 hours per week (Job share will be considered)

The Service: Portsmouth Homes - Housing, Neighbourhood & Building Services

The Social Housing Sector has seen considerable change in the last 2 years with the addition of new and revised regulations including a new set of consumer standards.

Portsmouth Homes is undertaking a programme of change to respond to the new environment and changes in expectations from our tenants and leaseholders.

What is the role?

To provide a responsive and needs-led frontline advice and support service to Portsmouth Homes tenants and their households, who have complex needs requiring additional and on-going support, in order for them to be able to maintain their tenancies satisfactorily and to complement the support offered by the generic Housing Officers.

A Tenancy Support Adviser (TSA) provides specialist housing support and advice to Portsmouth Homes tenants and their households to prevent and reduce the risk of homelessness due to unsafe housing conditions that could be a breach of tenancy conditions. Utilising good negotiation and persuasive skills to ensure support plans are met and tenants and their households are supported appropriately.

This may be difficult particularly when there is pressure on services and a lack of funding or high eligibility criteria. To support Housing Officers and other staff within Portsmouth Homes when managing complex cases and working collaboratively with other departments and external agencies as necessary. TSAs will act as a single point of contact within Portsmouth Homes for those in most need of support to prevent the risk of homelessness, communicating effectively and confidently with tenants and households with complex needs, showing empathy and understanding for personal circumstances, whilst being impartial and honest, setting realistic expectations and small step milestones.

Supporting some of the most vulnerable and complex of Portsmouth Homes tenants/households, and this can place a significant mental and emotional strain on them. High levels of concentration are required to build positive working relationships, build trust and understand the underlying causes, often these will be trauma based. Many of the vulnerable tenants have complex needs, including mental health difficulties, communication difficulties, drug and alcohol dependencies, neglect and self-harm etc, which can be overwhelming.

The TSA's will regularly work with agencies including:

- Adult Services
- Children's Services
- ASB unit

- The HNB directorate generally
- Community Mental Health Teams
- GPs and other medical professionals
- Probation services
- The Police
- Local advice services such as Citizens Advice and Advice Portsmouth
- Local support providers such as Drug & Alcohol Support
- DWP
- Domestic Abuse Services

Who is the person?

1. You must have experience of multi disciplinary working in a Social Housing or similar environment, to ensure tenants with the most complex needs are supported effectively in order for them to be able to maintain their tenancies.
2. You must be able to be part of a frontline response to crisis situations, as well as chronic circumstances. In addition to being able to identify a persons support needs and social issues which necessitate joint-working to enable tenants to maintain tenancies.
3. You must be confident to attend multi-agency meetings to coordinate and encourage input and relevant support from external partners and agencies and to help formulate realistic support plans for our tenants.
4. You should have experience of assessing tenant/households' level of risk and support needs to be met, enabling them to maintain their tenancy, by working on collaboration with the tenant/household, external partners and agencies, leading on this as appropriate.
5. You should be able to prioritise cases by gaining a thorough understanding of the persons previous experiences and behaviours. Engaging appropriate professionals by attending and/or chairing multi-agency meetings to identify the right support necessary.
6. You should have a knowledge of Social Housing policy (local and nationally) and legislation regarding tenancy support and sustainment. You should be able to demonstrate this in the context of Portsmouth Homes commitment to supporting our tenants.
7. You must be able to demonstrate a comprehensive understanding of issues which create risk to a persons tenancy and the wider impacts these risks may create.
8. You should be confident in making appropriate decisions without recourse to supervision about the storing, management and disclosure of personal and sensitive personal information, in accordance with data protection legislation.

9. You should have an awareness of funding constraints and the challenges this creates in seeking appropriate support and the importance of appropriate support being proportionate and timebound.
10. You must have good communication, negotiation and persuasive skills to ensure identified support needs are met and tenants and their households are supported appropriately.
11. You must be prepared to work in tenants, homes, and may involve the provision of practical help, including cleaning, decluttering and sorting personal possessions, belongings and furniture.
12. You must be able to create accurate and relevant records of your actions/involvements with tenants/professionals, providing robust reasoning for decisions made and actions taken. You should be confident to present these in court if required.

If you would like to discuss this further or have any questions, please contact:

Danny Ardrey - Head of Sheltered Housing and Support Services

Danny.Ardrey@portsmouthcc.gov.uk

or

Holly Lovejoy - Tenancy Support Manager

Holly.Lovejoy@portsmouthcc.gov.uk

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.