



Housing and Tenancy Support Officer

Reporting to

Housing Director (Deputy CEO)

Department

Grosvenor Hart Homes

Primary location

Chester

Overview

Grosvenor Hart Homes (GHH) is a new social enterprise aiming to improve outcomes for vulnerable children and young people and their families by providing high-quality affordable homes alongside tailored wrap around support services whose success in helping individuals progress is built around the stability that comes from having the certainty of a safe and secure home.

Building on the stability that a safe and secure home provides we look to support children, young people and their families by enabling access to tailored support services aimed at removing barriers to employment, financial stability, health, mental health, education and wellbeing.

GHH has an ambition to deliver 750 affordable homes and improved outcomes for 2,000 children and young people over the next 10 years.

Main purpose of role

The role of the GHH Housing and Tenancy Support Officer is to provide a high quality housing and tenancy support service for our tenants. This includes assessing applicants, maximising their income and working alongside tenants to develop skills to manage their tenancy.

Key responsibilities

Prospective and New Tenants

- Liaising with local authority colleagues and other agencies to ensure there are regular and appropriate referrals and applications
- Interview and carry out the necessary checks on applicants, in order to gather sufficient information and to assess suitability for a GHH home, and make recommendations about suitability
- Financial assessments for new tenants to maximise their income
- Facilitate a smooth transition to a GHH home, ensuring that new tenancy agreements and all associated documentation is completed

Housing Management



- To provide advice, assistance, guidance and support to GHH tenants to help them effectively manage their tenancy agreements and responsibilities
- Provide support to GHH tenants on housing and welfare matters
- Liaise with tenants and relevant agencies to maximise income and take appropriate action in accordance with income management policy
- Keep up to date on current knowledge on welfare rights and national housing management policy
- Be proactive and responsive to all tenant queries to deliver high quality customer care
- Liaise with our repairs and maintenance services to ensure GHH maintains high quality homes
- Ensure re-lets meet the GHH high standard of quality and any necessary works are completed
- To provide culturally appropriate responses to the needs and expectations of all customers
- To take proportionate and sensitive action where tenancy agreements are not being adhered to in order to minimise the impact on the community
- Implement GHH Anti-Social Behaviour policy including enforcement action where needed
- Carryout neighbourhood inspection and walkabouts with tenants

Tenancy Support

- Support tenants with their personal development goals and, where appropriate, support plans
- Deliver individual and group work sessions that help GHH tenants to be as independent as possible
- Facilitate tenant engagement and ensure the GHH tenants' voice is heard and influences how we deliver services and make decisions
- Develop relationships with partner agencies who can add value to the GHH tenant offer
- Identify, and appropriately deal with, safeguarding concerns
- Encourage tenants to be involved in community activities

Move On

- Maintain relationships with local housing providers with the aim to support GHH tenants to secure suitable properties when tenants are ready to move on to the next stage of their housing journey.

Systems and Data

- Use of systems as required
- Liaise with third party contractors
- Collect and provide data as required e.g. CORE

General Duties

In addition, the role requires the following responsibilities:

- To continuously develop and improve
- To comply with company policy and best practise in security, legal and regulatory compliance



- To ensure Health and Safety responsibilities are fulfilled, including:
 - To have responsibility for personal safety and the safety of others
 - To ensure that all H&S responsibilities are fulfilled, and that safety and welfare is maintained.
- Plan enough time for work to be done in a healthy and safe way.
- To assume delegated authority to take aversive/proactive action where appropriate to prevent a potential situation escalating to an accident or health and safety failure.
- To complete any other duties as required from time to time.

Experience, skills and attributes

Essential

- Experience of housing management service delivery
- Knowledge of the welfare rights system
- Good attention to detail and ability to work accurately with figures
- Good oral and written communication skills
- Good interpersonal skills with the ability to relate to a wide range of people
- Values driven and want to make a positive difference

Desirable

- Experience of working within a safeguarding environment
- Experience of service delivery involving children and young people
- Chartered Institute of Housing qualification (or equivalent) and ongoing membership

All employees must uphold the shared values of Grosvenor:

- **Integrity**, be honest, fair and open
- **Trust**, be loyal, reliable and deliver on commitments
- **Respect**, be inclusive, straightforward, collaborative, caring and thoughtful

Additional Information

- Occasional evening and weekend work may be required, and monthly travel to London. This might include some overnight stays.
- A full driver's licence and access to a car would be desirable.
- This post will involve working with vulnerable people and will require the post holder to undergo an enhanced DBS check.