

Tenancy Sustainment Officer Job Profile

Job title: Tenancy Sustainment Officer

Grade: Level 3 Zone 1

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, with no one sleeping on the streets. The vision for Housing Services is to work deep within our neighbourhoods and communities to improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that preventing homelessness and providing safe, secure and sustainable housing are key pillars of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

Our Homelessness and Rough Sleeping Strategy sets out how the Council will deliver the We Make Camden vision through action taken to prevent and tackle homelessness and rough sleeping. This role contributes to achieving the strategy's aims through delivery of a first class housing advice and options service, ensuring statutory Homelessness Reduction Act legislative requirements are met, and working effectively with stakeholders using early intervention and prevention strategies.

About the role:

Camden's homelessness prevention service supports individuals and families to make positive moves to prevent homelessness or out of temporary accommodation through provision of first-class housing advice and support with the widest possible range of housing options.

This role will:

- provide a high standard of housing advice in order to keep residents threatened with homelessness in their homes. Through casework with applicants and landlords/agents and wider joint working, ensure that tenancies set up via Camden's PRS access schemes are sustainable and are sustained for as long as possible.
- contribute to the reduction in the number of households going into temporary accommodation by preventing homelessness in private rented accommodation.
- prevent homelessness and resolve housing difficulties through good quality casework and by using a range of prevention tools.

Example outcomes or objectives that this role will deliver:

- Provide a casework service that contributes to improved wellbeing, resilience and reduced poverty through supporting private renting tenants to sustain their home.
- Provide a responsive service to landlords working with Camden on our private rented schemes to proactively resolve issues between tenants and landlords in order to prevent homelessness.
- Ensure the needs of vulnerable children and adults accessing the service are met and appropriately safeguarded through the identification and onward referral to social care and third sector support
- Protect Council resources by detecting and preventing fraud.
- Provide an integrated programme of support and advocacy to assist homeless households successfully sustain their tenancies.
- Assist households with benefits advice and advocacy, debt counselling, benefit claims and budgeting when relevant to Tenancy Sustainment.
- Work closely with other services, including health, social care, probation and third sector partners to help households maintain and/or re-establish local links and support networks, and to address behaviours that may put their tenancies at risk.
- To focus on efficient case work to enable maximisation of early homelessness prevention and appropriately working in partnership with other officers, services and organisations
- Where prevention is unsuccessful, to provide comprehensive housing options advice and assistance with homelessness applications as necessary
- To promote and engage in reflective practice and trauma informed principles in working with homeless applicants and people who are multiply disadvantaged.
- To utilise data and system reports to effectively complete case work accurately and in line with legislative requirements to ensure the correct and timely submission of statutory reporting to central government.
- Complete investigations and case work of alleged offences under the Protection from Eviction Act 1977 Housing and Planning Act 2016 and other relevant legislation for private Rented tenancies (non HMO)

About you

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

You are passionate about housing equality: You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

You are proactive: You take action to address problems and support people as early as possible. You create change where change is needed, rather than waiting for change to happen and reacting to it.

You keep services accessible: You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents. If there is something you can't help with, you will find someone who can.

You take a caring approach: You listen, understand and have others' concerns in mind. You are happiest when residents are.

You believe in doing things together: Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind. You know that residents are the experts on the housing and services they want and need, and you make sure they are heart in the work that you do.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

Skills and Knowledge:

Proactive: Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

Collaboration and communication: Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

Data, digital and systems: Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

Equality, diversity and inclusion: Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

Safety and wellbeing: Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect.

Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

Knowledge of homelessness legislation: Detailed working knowledge of Housing Act 1996 Parts VI and VII along with the ability to draw upon caselaw are essential. Working knowledge of related legislation such as Protection from Eviction Act, environmental health legislation and welfare benefit legislation. Working knowledge of data protection legislation and information sharing protocols.

Key relationships

The post leads in engagement and communication with key stakeholders, who include but are not limited to:

- Residents
- Private sector landlords
- Private housing services
- The voluntary and community sector (VCS) in Camden
- Staff in other teams across the Council

Work environment

The post holder may occasionally be required to work at weekends, early mornings or in the evenings. Home working is available in agreement with your manager. Visits will be necessary, as required, to see applicants at home or in other community locations.

The post-holder will work in an “agile” way in line with the Council’s move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture recognising and utilising the expertise of others where appropriate.

Post holders are expected to work on their own where it is safe to do so and have regard to the Council’s lone working policies working with colleagues and partner agencies where appropriate.

The Post holder will work from home or from Council buildings in line with Council policies.

People management responsibilities

The post holder will report to the Homelessness Prevention Manager.

No line management responsibilities.

Over to you

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we’ll redefine what a career can be. If that sounds good to you, we’d love to talk.

Is this role politically restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

Diversity and inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK

(www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would

like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG