

ROLE PROFILE

ROLE TITLE	Tenancy Sustainment Job Coach (Bexley)
DEPARTMENT	Tenancy Sustainment
OPERATING ASSOCIATION/ DIRECTORATE	Customer Services
RESPONSIBLE TO	Senior Tenancy Coach
RESPONSIBLE FOR	N/A

ROLE PURPOSE	<i>One or two sentences giving a simple statement of why the role exists</i>
<p>To support customers to enable them to sustain their tenancies, reduce rent arrears and tenancy failures using a coaching approach; Empowering and enabling customers to manage their home, money and rent payments.</p> <p>In addition, using a coaching approach to support customers to enable them to access employment, volunteering and training opportunities.</p>	

ACCOUNTABILITIES / RESPONSIBILITIES	<i>Statement of the main areas of accountability and responsibility</i>
<ul style="list-style-type: none"> • Work with pre-tenancy, house with support and existing customers to deliver a high quality tenancy sustainment and employment coaching service to customers' via 121 or group coaching sessions both in their homes and in community settings. • Provide coaching across a whole range of complex issues such as; welfare benefits, financial well-being and employment. Referring customers to specialist agencies for additional assistance where appropriate, such as customers experiencing issues with mental health, substances abuse and domestic abuse. • Complete initial assessments, agree action plans and complete regular reviews to ensure the appropriate support is place for the customer. • Support and assist tenants with applications for welfare benefits and appeals. This would include complex housing benefit/universal credit cases and DHPs (Direct Housing Payments) • Responsible for grant applications and to help manage any urgent 	

financial crises the customer may face with the aim to support them maintaining and sustaining their tenancy. A focus would be to prevent tenancy failure or rent arrears for the customer and when appropriate, raise safeguarding alerts to protect vulnerable tenants.

- To develop and maintain positive working relations with customers in order to facilitate the best possible outcomes and to address issues of social isolation and exclusion with the goal of promoting greater independence.
- Work with colleagues across the business to generate appropriate referrals and maintain agreed caseload.
- Proactive interventions to maximise income for customers to prevent tenancy failure, improve their economic wellbeing and develop thriving communities.
- Work with the Employment Team to maintain a network and database of training providers, partners and employers to support the successful delivery of the service.
- Provide effective, tailored support in the transition from welfare into work, continued in-work support and reduce rent arrears and tenancy failure.
- Form and maintain strong partnerships with external agencies and commissioned partners ensuring customers are signposted to appropriate support
- To ensure individual outcome targets and objectives are met in line with team performance targets leading to sustainability in rent, tenancies and employment.
- Maintain records and monitoring systems, producing accurate reports in order to demonstrate outcomes, analyse data and evaluate.
- Identify any gaps in services and how these might be addressed to meet the needs of our customers.
- Keep abreast of relevant legislative changes

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • At least 2 year experience of coaching and delivering advice and guidance in tenancy sustainment and/or employment and welfare sector to individuals and groups • Experience of working one-on-one with vulnerable individuals with multiple issues, specifically those with mental health conditions • Evidence of achieving results in a target driven environment • Excellent written and verbal communication and presentational skills working with a wide range of audiences at all levels • Experience of recording, assessing and reporting data, using Microsoft Office packages such as Excel • Qualified in or willing to undertake role requirement training - Information Advice and Guidance Level 3 and Coaching & Mentoring Level 3 • Current full UK driving licence and use of a car to meet the requirements of the role • Knowledge of principles and application of Equalities Act 2010 and Safeguarding Vulnerable_Groups Act 2006 • Willingness to work outside standard office hours when required within the role; for example, visiting a customer after 5pm if necessary or attending an event on a Saturday.

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Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	