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**Belle Isle Tenant Management Organisation**

**Job Description**

**Job Title: Tenancy Support Coordinator**

**Grade: SO1**

**Overview of the job**

Working as part of the Tenancy Support Team, you will help shape, develop, coordinate and improve services provided to retirement life customers, and quality assure the tenancy support caseload in relation to ASB, messy gardens, and support cases. You will work across teams to encourage and support users to access the facilities and services available both via the GATE centre and via outreach. You will work one evening per week and occasional weekends (up to 4 per year).

**Specific Duties**

The main tasks will include:

* Coordinating visits to Retirement Life Customers and providing cover where necessary
* Overseeing the development of Support Plans and Outcome Star plans
* Overseeing health and safety compliance in retirement life properties
* Coordinating At Risk Tenancy meetings and ensuring all actions agreed are delivered
* Developing and promoting the range of activities available to older residents in Belle Isle
* Regularly reviewing case management in relation to ASB, tenancy breaches and tenancy support seeking opportunities to improve the quality of interaction and resolution
* Promoting activities and events designed to support social engagement and wellbeing and coordinating the administration and arrangements for these, including recording attendance and outcomes for sessions and events
* Producing quality assurance reports on services provided to be used by the senior management team and board of management
* To deputise for the Tenancy Support Manager as appropriate
* To work at times that suit the needs of Belle Isle residents, which could include working one evening a week and occasional weekends.

The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post as specified by the Chief Executive and the Board.

**Person Specification**

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| **Area** | **Essential** |
| **Experience** | Experience of working on a one-to-one basis with vulnerable, challenging, and isolated service users. |
| Experience of teamwork in a regulated environment |
| Experience of working with an older client group |
| Experience of social housing, with particular reference to ASB, and tenancy enforcement |
|  | Experience of working with groups to organise events |
| **Knowledge and Qualifications** | Awareness of safeguarding issues and procedures and the role of staff in addressing them.  Knowledge of the support framework provided by LCC through social care, primary health care providers  Knowledge of housing legislation, and the legal remedies available to enforce the tenancy agreement |
| **Skills** | Good IT skills, including knowledge of Word and Excel, as well as conferencing software, such as Teams |
| Good organisational and planning skills |
| Ability to supervise a mixed caseload and to identify actions that need to be taken to improve compliance with the tenancy agreement, and progress cases |
| Ability to use own initiative within recognised organisational procedures and respond to unexpected problems to ensure tasks are completed and deadlines met. |
| An ability to deal with tenants and their families in a caring, sensitive, responsive, and helpful manner. |
| Ability to communicate effectively with a wide range of people- including organisations, third sector partners and service users.- |
| Ability to write clear English, appropriate to the audience – this could be anything from reports to managers, replies to emails to posts on social media. |