



## **TENANCY SUPPORT ADVISOR**

<b>Reporting to:</b>	Head of Tenancy Support
<b>Salary:</b>	Between £32,725 - £35,360 pa dependent on skills and experience.
<b>Hours:</b>	Full time hours - 35 hours per week, 9 am until 5.30 pm Monday – Thursday and 9 am until 2 pm Fridays. Job share or part time hours would be considered for the right candidate.
<b>Holidays:</b>	28 days per annum (inc. bank holidays) plus Jewish Holidays
<b>Job Type:</b>	Permanent
<b>Location:</b>	Head Office – Mill Hill East with travel to all JBD developments (located in NE & NW London & Hertfordshire)

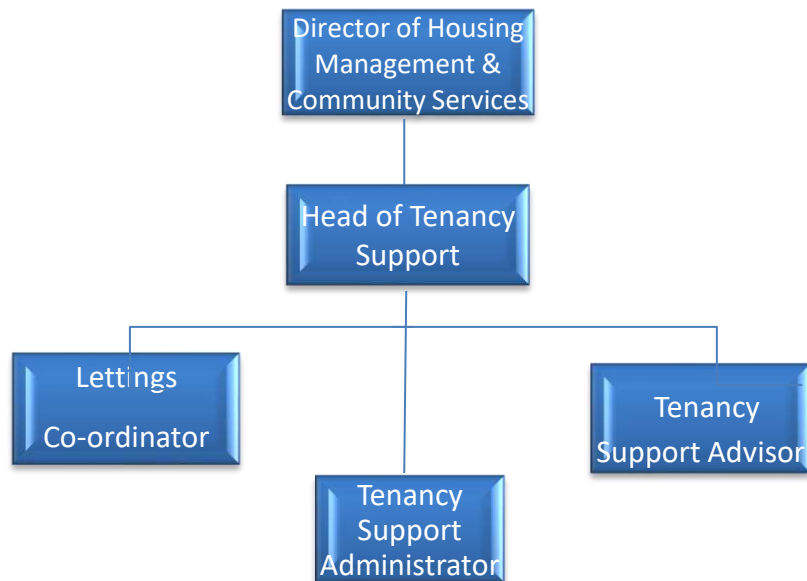
### **Purpose of Role**

The Tenancy Support Advisor will assist disabled and vision impaired tenants to maintain their tenancies by supporting them with comprehensive tenancy support as well as providing welfare & benefits advice. Acting as an ambassador for JBD, you will support tenants to maintain good tenancies and enhance their tenancy experience by providing a vital benefits advice service.

### **Main Responsibilities**

Advising and supporting tenants throughout their tenancies involving proactive communication with tenants, their families, house managers and relevant departments. You will support tenants to apply for needed benefits, including providing benefit advice and support. You will be the point of contact on care package matters and make referrals to the local authorities as well as supporting tenants and their families if a tenant is unable to sustain their tenancy. You will be responsible for dealing with any rent arrears, housing benefit issues, complaints and anti-social behaviour with support from Head of Tenancy Support and/or the Director of Housing Management where needed. Working alongside the Lettings Co-ordinator and the Independent Living Advisor, you will ensure that relevant aids, adaptations and care packages are in place at the start of a tenancy so that tenants are able to enjoy independence in their home.

## TENANCY SUPPORT



### **Key tasks**

1. Ensure that your knowledge of current benefits and changes to the benefit system is up to date.
2. Managing your own caseload of tenancy matters. These can arise from prospective tenants via the Lettings Co-ordinator, from existing tenants referred by the House Manager, or tenants who self-refer.
3. To meet weekly, or as the need arises, with the Head of Tenancy Support for supervision.
4. Organising and reviewing tenant benefits, including support with synagogue membership including burial as well as advice on Lasting Power of Attorney and Wills and providing financial advice.
5. Supporting tenants with referrals for care packages when needed, either before a tenancy starts or during a tenancy
6. Supporting the Community Engagement Team with encouraging tenants to support events and activities in the buildings.
7. Liaise with the Lettings Co-ordinator and the Independent Living Advisor once a flat has been offered, to ensure relevant referrals are made to either JBD's private Occupational Therapy service, or the local authority OT service, for equipment and adaptations as well as liaising with the Property Department on flat adaptations, or as need arises during a tenancy
8. Providing short-term emotional support to tenants as appropriate or recognising when counselling or social work is required

9. To liaise with statutory and voluntary agencies as necessary (including Jewish Care, Paperweight, Synagogues and Doctors surgeries) to ensure the provision of a quality tenancy support service
10. Attending hospital case conferences if required
11. Assisting tenants requiring grants for deposits, furniture or financial hardship and keep accurate records of funding applications
12. Ensuring that any formal complaints made by tenants are thoroughly investigated and fully documented in accordance with the appropriate complaints procedures.
13. Mediating between tenants in cases of anti-social behaviour to find resolutions
14. Managing tenant rent arrears and any rent issues
15. In the event of a death of a tenant, telephone family members to offer condolences, offer support as well as notifying the Lettings Co-ordinator
16. Liaising with Head of Tenancy Support regarding deceased tenants with no next of kin.
17. Providing support to the marketing team with regard to publications and social media.
18. To undertake any other duties within the remit of the post
19. To attend regular team meetings

### **General**

1. To be willing to commit to the values of JBD
  - Truth and integrity (EMET).
  - Respect (KAVOD).
  - Fairness (TZEDEK).
  - Kindness (CHESED).
2. To comply with the charity's code of practice to ensure that you act in a professional manner at all times which reflect the values of Jewish Blind & Disabled.
3. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Jewish Blind & Disabled confidentiality policy for all staff.
4. To take all reasonable care of the health and safety of yourself and of other persons who may be affected by your acts or omissions. To comply fully with the charity's Health & Safety Policy and to be responsible for and to manage risk within your sphere of responsibility

5. To work with senior management colleagues to contribute to the development of direction, strategy, objectives, and continuous performance improvement of JBD's service provision.
6. To maintain standard of dress that is appropriate to role and in accordance with the charity's dress policy.
7. To adhere to Jewish Blind & Disabled Data Protection and GDPR Policy and ensure that any breach or concerns are reported to your line manager or to the Data Controller.
7. To attend regular meetings with line manager, regular team meetings and undertake relevant training as and when required.
8. To work at any other Jewish Blind & Disabled location, as and when required.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

## Person Specification

Criteria	Essential	Desirable	Method of assessment		
			App	Test	Interview
QUALIFICATIONS					
Min GCSE incl Maths/Eng		X	X		
EXPERIENCE					
Providing welfare benefit advice	X		X		
Working knowledge of welfare benefits guidance and legislation		X			X
Working on own initiative (minimum supervision)	X		X		
Dealing with vulnerable people (tenants/ customers) and providing advice and guidance to them	X		X	X	X
Dealing with sensitive and confidential information and situations	X		X		
Liaising with external agencies	X		X		
SKILLS					
Excellent interpersonal skills	X				X
Proven ability to communicate effectively at all levels incl. within a team and beyond	X		X		
Ability to manage tenants' expectations	X		X	X	X
Ability to manage the demands of the role	X				X
Ability to manage time well and within time constraints	X		X		X
Ability to prioritise workload	X		X		X
Proven IT skills	X		X		
Understanding of and ability to maintaining confidentiality in line with Data Protection & GDPR regulations and JBD policies & procedures	X		X		
Understanding of professional boundaries	X		X		X
Ability to demonstrate strong sound judgement	X			X	X
Willingness to adapt and grow within role	X				X
Ability to remain calm under	X		X		X

Criteria	Essential	Desirable	Method of assessment		
			App	Test	Interview
pressure					
Demonstrate high standards of integrity	X			X	X
Communicate clearly and sensitively both verbally and in writing	X			X	X
Committed to providing high quality customer service and continuous improvement	X				X
Full & clean driving licence / able to travel to JBD locations	X		X		
<b>PERSONAL QUALITIES</b>					
Willing to commit to JBD values	X				X
Be empathetic and understanding	X				X
Integrity	X				X
Committed	X				X
Motivated	X			X	X
Perceptive	X			X	X
Diplomatic	X				
<b>DESIRABLE</b>					
Have a good understanding of the needs of people with disabilities		X			X
Housing/Tenancy background		X	X	X	X
Adult social care background		X	X	X	X

## GENERAL STATEMENT OF TERMS AND CONDITIONS OF EMPLOYMENT

DBS:	All posts are subject to an enhanced Disclosure and Barring Service (DBS) disclosure.
Probationary Period:	All appointments are subject to a minimum probationary period of 3 months which may be extended if deemed necessary.
Office Hours:	<p><b>Office based roles:</b> Normal office hours for full-time employees are Monday to Thursday 9am – 5.30pm with a 1 hour unpaid lunch break and Friday 9am – 2pm</p> <p><b>Non office based roles:</b> Actual hours will depend on the post and location.</p>
Annual Salary:	<p>Salaries are paid monthly in arrears on the last Friday of each month.</p> <p>Salaries are reviewed annually in January.</p> <p>JBD reserves the right to deduct from pay any amounts which are owed by you to the organisation, e.g. over payment of salary.</p>
Holiday Entitlement:	<p>Annual leave will be based on a full time entitlement of 20 days' paid holiday and 8 Bank Holidays (pro-rata for part-time employees).</p> <p>The holiday year runs from the January to December. Holiday entitlement increases with length of service, rising by two days per annum after three years of completed service and a further three days after five years completed service up to 25 days (plus BH).</p>
Sickness:	Entitlements are set out in the individual Statement of Terms and Conditions of Employment
Pension and other benefits:	On successful completion of your probationary period, you will be eligible to join the company pension scheme and Health Cash Plan.
Notice:	Notice periods are set out in the individual Statement of Terms and Conditions of Employment

Policies & Procedures:	Jewish Blind & Disabled has a range of policies and procedures to support its staff in their work. These include Data Protection, Confidentiality, Health & Safety, Equal Opportunities, Grievance and Disciplinary Procedures. All employees are bound by JBD's policies and procedures.
Additional Rules:	Employees are required to disclose any other employment, which you undertake whilst in JBD's employment.
Kosher Buildings:	As JBD is a Jewish organisation there are certain rules regarding food that must not be contravened. For example no meat, meat products, shell fish or certain other fish may be brought into office buildings and only Kosher products may be brought into residential buildings. During Passover leavened products are also excluded.
Collective Agreements:	These terms and conditions are not bound by any collective agreements