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**JOB DESCRIPTION**

**Job Title:** Tenancy Sustainment Officer

**Department:** Housing

**Salary:**  £30,952 - £34,931 per annum

**Responsible to:** Assistant Tenant Services Manager

**Main Purpose of Post:**

To assist our tenants and service users to prepare positively for and, or sustain tenancies by providing a range of financial inclusion support.Working closely with other staff within Hillcrest, assist clients with a range of money issues such as applying for welfare benefits, dealing with debt, budgeting, accessing mainstream financial services, building assets, increasing financial capability and accessing any other sources of help to improve their financial situation

**Responsibilities:**

* The Tenancy Sustainment Officer will contribute at an operational level playing a key role in ensuring tenants can sustain their tenancies;
* The Tenancy Sustainment Officer will also ensure effective liaison with other internal teams and external stakeholders;
* When required, provide information and training to other staff within Hillcrest on welfare benefit changes.

**Main Duties:**

* In partnership with the client, carry out an individual financial health check and follow-up any identified areas of need. In particular, dealing with any crisis situations that may arise such as access to food or electricity;
* Work in partnership with the client and other staff to deal with any issues in relation to their rent account, and where there are rent arrears liaise with housing staff to agree a mutually acceptable repayment plan;
* Maximise income for clients ensuring application for all appropriate welfare benefits, depending on circumstances, application for charitable grants;
* In relation to benefit claims. prepare and submit reviews and reconsiderations;
* Liaise with external stakeholders and attend meetings with agencies relevant to the duties of the post;
* Keep up-to-date with new and changing legislation in relation to money advice, welfare benefits and financial inclusion.

**Customer and Partnership Working:**

Work constructively with tenants, residents and other stakeholders

* Contribute to production of communication material to tenants and other stakeholders including annual report, social media and web site.
* Liaison and negotiate externally with a range of agencies and stakeholders

**To attend meetings out of hours (where applicable) as required, and carry out any other reasonable duties as required by Hillcrest.**