

**JOB PROFILE:** Head Start Advisor (New Tenants)

**RESPONSIBLE TO:** Income and Lettings Manager

**RESPONSIBLE FOR:** No Staff

**PURPOSE:** Overall, to work alongside each of the Housing Services teams to ensure that new tenants succeed in their tenancies. To assist with financial grant applications, benefit applications and budget planning. To refer on to other agencies when more specialist assistance is required. To deliver support through; coaching, and comprehensive advice.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**CONTACTS:** Daily contact with other Teign Housing colleagues, tenants and leaseholders. The postholder will build up good relationships with private, statutory and voluntary agencies and the local authority.

**KEY ACHIEVEMENT AREAS:**

1. Assess Needs – to assess the needs of the customer and establish practical help and provide assistance to them to sustain a successful tenancy by assisting them to make positive life choices.
2. Undertake both financial and affordability checks prior to sign up as well as assessing whether new tenants would qualify for the Assisted Lettings Scheme.
3. To assist with grant and benefit applications when required.
4. To ensure customers are ‘tenancy ready’, and if identified, refer to other Head Start Advisers who will jointly agree/develop a goal plan to help ensure the tenancy succeeds.
5. To undertake a welcome call at 3 weeks seeking feedback on the lettings process.
6. Have oversight of the rent account during the first 12 weeks, proactively working to keep the rent account in credit.
7. To manage and seek feedback on the Assisted Lettings Scheme 6 months after the tenancy commences.
8. Advice and Information – to provide advice, information and signposting to customers on budgeting, money management, life sills, setting up home, accessing financial products, digital access and all aspects of managing a successful tenancy.
9. Liaison and Networking – to work closely with Teign Housing colleagues and external partners (statutory and voluntary agencies) to both assist in the delivery of and develop the ‘Head Start’, tenancy sustainability service
10. Project Work – to assist in the development of policies and procedures for more effective working within Teignbridge and Teign Housing – and lead on proactive campaigns, provide content for tenante-zine articles and ensure money directory and other resources are up to date
11. Operational – Ensure that all activities undertaken are carried out to the highest standards of accuracy, integrity and professionalism in accordance with Teign Housing’s policies and procedures

**DUTIES:**

1. **Assess Needs**

* To conduct an initial assessment of customers and then establish the extent to which they may be at risk of tenancy failure
* To facilitate a single assessment survey to further establish the customer’s competencies in relation to; financial, digital, health/wellbeing, job readiness
* Plan and undertake interventions aimed at monitoring the progress of the tenant within the first 12 months of their tenancy. – and to liaise with colleagues when if any concerns within the first 12 months.
* To feedback areas for concern or recommend actions pertaining to individual customers, to relevant colleagues e.g., Neighbourhood Advisors, Income Advisors etc.
* To report to the Tenancy Sustainability Manager at least monthly through catch up meetings on the progress of the ‘Head Start’ Service

1. **Pre-tenancy and Allocation**

* To interview and assess all new tenants to Teign Housing customers in line with agreed criteria and within the agreed timescales
* To ensure that the customer is ready and prepared to maintain their tenancy

1. **Advice and Information**

Provide welfare benefit advice so as to avoid debt and potential eviction

Work closely with both lettings and rents teams to deliver and exceptional level of income maximisation

* To provide support through specific interventions such as budgeting advice, referrals for debt advice, DigiBug sessions, support to access white goods and furniture and access to affordable credit where necessary.
* To encourage a savings culture amongst tenants and responsible lending culture and promote affordable insurance and credit union products available to the customer
* To help the customer set up supply and payment of all utilities (to include gas, electric, LPG oil, and water) to help alleviate fuel poverty and support the sustainability of the tenancy
* To work closely with other local service providers and partner organisations to provide advice for a broad range of financial benefits and social issues.
* To liaise closely with the PR and Comms Team in terms of updating Teign Housing’s website and intranet to include a specific page around ‘Money Matters’
* To work closely with the Neighbourhood’s team on anti-social behaviour and neighbour disputes, concerning customers engaged in the Head Start Service
* To accurately record all interventions and outcomes to assist the Income and Lettings Manager with the ongoing monitoring of the service

1. **Liaison and Networking**

* Establishing a close working relationship with external agencies
* Tap into support and services available from a wide network of voluntary and statutory agencies eg, Credit Unions, furniture re-cycling projects, crisis support provision etc.
* Representing Teign Housing in attending meetings with external partners and debrief colleagues accordingly

1. **Project Work**

* Assist in the production of all performance reports, andreports relating to tenancy sustainability
* Assist in the development of policies, procedures personal support planning tools and suggest system and process improvements for more effective working within Teign Housing
* Assisting with monitoring and evaluation and working to set targets and measures
* Keep accurate records of a number of measures to show the performance of the service and highlight outcomes and improvements in the sustainment of tenancies
* Work with colleagues to deliver tenancy sustainability workshops the aim of which would be to specifically increase, digital and financial inclusion confidence, health and wellbeing

1. **Operational**

* Required to participate in team meetings and other team activities

1. **General**

* Keep abreast of changes to Welfare Benefit legislation and ensure that these are widely understood across all teams within the Housing Service
* Treat customers and service information as confidential
* To participate in regular 121s with the Income and Lettings Manager
* To carry out administrative duties associated with the service, including filing, data inputting/retrieval of data and report writing
* To work in accordance with Health and Safety requirements, including the Lone Working procedures, Data Protection
* To carry out any other appropriate duties as may be required

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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested from time to time. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………