

**JOB PROFILE:** Head Start Advisor

**RESPONSIBLE TO:** Tenancy Sustainment Manager

**RESPONSIBLE FOR:** No Staff

**PURPOSE:** To firstly identify the level of support Teign Housing customers (new and existing) require in terms of sustaining their tenancies. To deliver support through; coaching, goal planning, comprehensive advice and information, referral and signposting, and joint working with both internal/external services.

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 staff, 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. 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.
3. Holistic approach – to provide a holistic housing management approach to supporting tenants across the four domains (Financial Inclusion, Health and Wellbeing, Positive Participation and Digital Inclusion)
4. Liaison and Networking – to work closely with Teign Housing colleagues and external partners (statutory and voluntary agencies) to both assist in the deliver and develop the ‘Head Start’, tenancy sustainability service
5. Project Work – to assist in the development of policies and procedures for more effective working within Teignbridge and Teign Housing
6. Operational – Ensure that all activities undertaken are carried out to the highest standards of 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 Inclusion, Digital Inclusion, Health and Wellbeing and Positive Participation.
* To produce a goal plan with customers and assist them to achieve identified outcomes.
* To feedback areas for concern or recommend actions pertaining to individual customers, to relevant colleagues eg; Neighbourhood Advisors, Income Advisors etc.
* To report to the Tenancy Sustainment Manager at least monthly through 121 meetings on the progress and case management.

1. **Advice and Information**

* Able to provide advice on the welfare system and signpost customers to various agencies to prevent getting into debt or failing to pay their rent.
* To provide support through specific interventions such as budgeting advice, referrals for debt advice, DigiBug sessions, grant applications, linking in with voluntary and statutory agencies to support a customer’s health and wellbeing
* To encourage a savings 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 support the customer with accessing employment, training and skills advice
* To actively encourage the use of various banking products and to work with customers to help them manage priority bill payments through automated payment methods wherever possible
* To liaise closely with the PR and Comms Team in terms of updating Teign Housing’s website and intranet content to support customers and staff
* To encourage and assess a customer’s financial and digital confidence and ability at using online services and applications and referring for appropriate support and training where applicable
* 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
* To identify any need for intensive housing support and refer to local support providers as required

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**

* Produce progress reports, activity plans and annual reports in relation to the Head Start Service.
* 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
* Deliver tenancy sustainability workshops the aim of which would be to specifically increase; digital and financial inclusion confidence, health and wellbeing and getting job ready

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 Tenancy Sustainment 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

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
3. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

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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: …………………………………………………………………………………………