

ARE YOU
RESPONSIBLE
HONEST
AMBITIOUS?

Tenancy Sustainability Officer
Recruitment Pack

RHA

IMPROVING

OPENNESS
SUPPORT
CULTURE
PROPERTIES
COMMUNITIES
OUR TOWN
HOMES

LIVES

HOUSING
HEALTH
SPACES
WHAT WE DO
FUTURES
INTEGRITY
ASPIRATIONS
SERVICES
PEOPLE
VALUES
WELL-BEING
SKILLS
AUTHENTICITY

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Dear Applicant...

Firstly, thank you for your interest in this exciting role with RHA Wales.

This is an opportunity to join an ambitious organisation which has a strong track record in providing good quality affordable homes and tenant focused services.

RHA Wales is a values based organisation. We have a clear strategic vision underpinned by a culture which promotes respect, openness and integrity. Our colleagues tell us that RHA is a great place to work where you will be supported to reach your potential.

The Tenancy Sustainability Officer is a key role within the Sustainable Tenancies team at RHA. Working as part of a close-knit team, you will be responsible for ensuring tenants are fully supported to sustain their tenancies, and are happy in their homes, and have the opportunity to be active in their communities.

Your values, behaviours and the positive attitude you will bring to this role are really important, as well as the need for a wide range of skills and personal qualities. Too many to list!

These are extraordinary times in which we are operating, and the challenges faced during the pandemic have also created opportunities. We've recently launched a new Flexi Employer offer at RHA, and the successful candidate will have the ability to work flexibly and take advantage of our health and wellbeing rewards, making this this a great opportunity for someone who is driven, ambitious and values a good work life balance.

I look forward to hearing from you,

Best Wishes

Luke Takeuchi
Chief Executive
RHA Wales



A Bit About Us

RHA was established in 1979 and has been providing homes and services in Rhondda Cynon Taff for over 40 years.

We are a registered social landlord, a community benefit society and regulated by the Welsh Government. We own and manage over 2000 homes. We offer a range of high-quality management and support services which ensure that our tenants have the best possible opportunities to enjoy their homes and engage in their communities.

We work closely with partners and the local authority to ensure we provide support for preventing homelessness and delivering much needed new homes across the borough. We currently have over 160 new homes in our new build programme.

Operating from our office in Tonypany at the heart of the community, we employ around 80 staff and we continue to grow.

Our regulatory status has confirmed that our financial position is strong, meeting our projected surplus and ensuring that long term finance is in place to deliver our ambitious develop plan. We have strong budgetary management processes in place and a clear investment strategy for our current homes to ensure we continue to meet the Welsh Housing Quality standard requirements.

We encourage innovation and significantly value the contribution of our staff, tenants and volunteers in all that we do.



Values and Behaviours

Everyone at RHA recognises the importance of working as one team and we pride ourselves on our culture and togetherness. We appreciate and value that it's our people who will ensure that we achieve our aspirations.

The way we approach our work is very important to us and we have an agreed set of **Values and Behaviours** for our team. These underpin how we deliver our services and are fundamental to our culture and reputation.

VALUES We act with...



RESPECT

We demonstrate respect for all, treating people equally and demonstrating an inclusive culture throughout the organisation.



TRANSPARENCY

We are open with our customers, our colleagues and our partners. We involve our tenants in key decisions wherever possible and provide up to date accurate information.



INTEGRITY

We aim to deliver to the highest standards possible and do not settle for second best.



OPENNESS

We continually challenge ourselves to do things better, looking outside our business and our sector to learn new ways of working.

BEHAVIOURS We will be...



POSITIVE

We will approach our work with a can-do attitude and try to overcome any barriers or hurdles.



INNOVATIVE

We think creatively and embrace new ideas and ways of working.



PROFESSIONAL

We demonstrate the highest levels of professionalism in all that we do.



AUTHENTIC

We are proud of what we do and we want to do it in a meaningful way. We are committed to providing our tenants with the best possible services and products.

About the role

Tenancy Sustainability Officer

£29,947 per annum

RHA Office HUB is situated in the heart of the Rhondda, a stone's throw away from Cardiff and the M4, however we observe a fully Hybrid working framework.

Our vision, values and behaviours are at the core of everything we do. We are looking for a Tenancy Sustainability Officer who can deliver high quality, person centred support to our tenants, working in partnership with internal teams and external agencies. Helping us to deliver outstanding tailored services and making a positive difference to our tenants' lives.

In return, we offer generous leave and benefits, have an award-winning health and wellbeing programme and flexible working; all making RHA a great place to work!

If this sounds like the job for you, please visit our website www.rhawales.com/our-people/working-with-us/vacancies to download an information pack and find out more.

Application closing date: 16th April 2023

Date of interview: 25th April 2023

For an informal conversation about the role please contact Annalisa Beavan via annalisa.beavan@rhawales.com

No agencies please



Job Description

POST:	Tenancy Sustainability Officer
RESPONSIBLE TO:	Head of Sustainable Tenancies
SALARY:	£29,947 per annum
LOCATION:	Hybrid

Purpose of the Post

RHA Wales is committed to ensuring its tenants are fully supported to sustain their tenancies, are happy in their homes and have the opportunity to be active in their communities. This is a new post within the Sustainable Tenancies Team, and the post-holder will be responsible for developing the service based on the needs of the tenants Housing Officers and Payment Advisors

The Tenancy Sustainability Officer will work very closely with Housing Officers and Payment Advisors and will receive referrals for intervention via a pre-tenancy assessment process, undertaken by the Housing Officers. The assessment process helps to identify vulnerable tenants, who may be at risk of falling into difficulties with lifestyle, property condition and/or rent arrears issues. This is an early-intervention scheme that aims to prevent tenancy failure before our tenants reach crisis point.

They will work closely with other colleagues in the Sustainable Tenancies team; helping tenants to understand the terms of their Occupation Contract, build independent living skills, engage more with their community and utilise existing specialist services that may be available to them. They will provide practical assistance via home visits and/or phone calls to ensure tenants comply with their contractual responsibilities and also offer life skills and general welfare benefit advice.

Whilst the emphasis of this role is on establishing tenant independence and tenancy sustainability within the first year, there will sometimes be referrals made to the Tenancy sustainability Officer for individuals who have fallen into difficulty with their tenancy beyond this 12 month period, maybe due to a change of circumstances. This will be dependent on current caseload and capacity.

Main Duties & Responsibilities

1. Build relationships with colleagues in relevant teams to ensure a steady stream of appropriate referrals.
2. Ensure there is regular and timely communication with relevant colleagues in respect of tenants receiving support

3. Updating the Housing Management system and other digital records accurately and contemporaneously.
4. Deliver a short-medium term, client-centred, outcome-focused approach to empower tenants accessing the service to manage their domestic, personal and financial resources and develop independent living skills, through one to one support.
5. Lone work and undertake home visits in order to complete needs assessments with tenants who have been referred to the service, to determine levels of support and agree a support plan.
6. Enable tenants to successfully adhere to support plans and work towards individual goals consistent with sustaining tenancies.
7. Support tenants in understanding the conditions of their Occupation Contract and to achieve or maintain independent living.
8. Work closely with tenants in ensuring their properties are kept in a good condition and they understand how and why to report necessary repairs.
9. Work with tenants to understand the basics of managing their home, living and healthy eating on a budget and engaging with their community.
10. Focusing on independence and empowerment; to ensure the client uses the service for a short a period as possible.
11. Develop and maintain records accurately, monitor outcomes and provide service evaluation reports to aid continuous improvement.
12. Work in partnership all relevant partner agencies to ensure the tenant's needs are fully met.
13. Participate in regularly reviewing action plans, alongside other association teams and partner agencies where appropriate.

General

1. Formally consult with service users on a regular basis, to evaluate and improve the service in order to better establish tenant need.
2. Prioritising tasks effectively to ensure the needs of tenants are met and all other aspects of the role are undertaken efficiently.
3. Participate in regular supervision meetings and annual appraisals to receive support, increase knowledge, identify training needs, and evaluate work performance to aid and assess professional development.

4. Attend staff development programmes, training course, seminars and workshops as required.
5. Work flexibly in accordance with the needs of the role
6. Promote the Associations mission, values, behaviours aims and objectives.

Equality & Diversity Responsibilities

1. Uphold and promote RHA Wales' values, adhering to all elements of our Equality & Diversity policy and practices.
2. Ensure and encourage equal access for all to our services, challenging discriminatory behaviour and practices.

Health & Safety Responsibilities

Adhere to the Association's Health and Safety policies and procedures, ensure safe practice guidelines are followed and safeguarding policies and procedures are adhered to, including the Association's lone working policy.

Person Specification

	Essential/Desirable	How Assessed
EDUCATION/QUALIFICATIONS		
Good standard of general education – to GCSE level or equivalent	Essential	Application
HNC or equivalent in Housing/Supported Housing	Desirable	Application

EXPERIENCE		
Providing tenancy related support to promote independence	Essential	Application and interview
Working with clients/tenants with complex needs	Essential	Application and interview
Completing needs, risk assessments and support plans	Desirable	Application and interview
Recording accurate and timely client/tenant data using appropriate software	Essential	Application and interview
Supporting a case load of clients/tenants with diverse needs	Essential	Application and interview
Liaising and relationship building with key partners in the local authority/community and wider	Desirable	Application and interview
Working in a busy environment with conflicting priorities.	Essential	Application and interview
Providing advice in respect of utilities	Desirable	Application and interview
Providing Advice in respect of Welfare Benefits	Essential	
Providing life skills guidance	Desirable	Application and interview
Risk management and safety planning.	Desirable	Application and interview
Working with confidential information and maintaining its security	Essential	Application and interview
Project work and reporting on the outcomes	Essential	Application and interview
Working very closely with team member where effective communication is key to positive outcomes	Essential	Application and interview
KNOWLEDGE & SKILLS		
Knowledge of the challenges faced by many social housing tenants	Essential	Application and interview
Ability to work with vulnerable people in different situations and settings	Essential	Application and interview
An understanding of the issues faced by vulnerably housed persons	Essential	Application and interview
Ability to form and develop good working relations with colleagues and service users	Essential	Application and interview
Able to communicate effectively both, verbal and written, at the appropriate level for the recipient.	Essential	Application and interview

Competent in the use of IT and proficient in using MS office to record and analyse data, send and receive emails.	Essential	Application and interview
Problem solving skills	Essential	Application and interview
Ability to work on own initiative	Essential	Application and interview
Ability to work as part of a team.	Essential	Application and interview
Good time management skills and ability to prioritise workloads.	Essential	Application and interview
An understanding of and commitment to Equal Opportunities	Essential	Application and interview
Knowledge of safeguarding legislation and practice	Desirable	Application and interview
A working knowledge of the range of benefits available to people including universal credit and the issues that affect claimants	Essential	Application and interview
Able to produce clear, concise and persuasive written reports and letters	Essential	Application and interview
Knowledge and understanding of the roles of external agencies (Housing Options team, Social Services, Health, Housing, other voluntary and statutory organizations).	Essential	Application and interview
PERSONAL QUALITIES		
To work on own initiative and under pressure	Essential	Application and interview
Professional approach and attitude which includes a strong sense of professional boundaries	Essential	Application and interview
Commitment to working in a manner that promotes respect, empowerment and equality.	Essential	Application and interview
OTHER REQUIREMENTS		
To uphold/demonstrate the values and behaviours of the organisation	Essential	Application and interview
A current and full driving licence and access to car during working hours	Essential	Application and interview

A willingness to work flexibly in response to the needs of those who benefit from the service	Essential	Application and interview
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Useful Information



Your Application

Thank you for downloading an application pack for the post of Tenancy Sustainable Officer. In this pack you'll find information about the role, including a job description and person specification. The person specification is a key document as this tells you what we're looking for in our recruitment.

You should address any of the criteria marked assessed at application when completing the personal statement, and it would be really helpful for us if you could deal with each criteria in turn. Please make sure that you give us examples of your experience to date – this may be from your past work experience, or perhaps through voluntary work you've done.



References

We ask for references that cover the last three years of your employment, so if you have had more than 2 jobs in that period, we'll need additional referees. These can be provided on a separate sheet.



Personal Details and Equality Monitoring

Before we shortlist, your personal details and Equal Opportunities Monitoring Form are separated from your application form. This is because we want to make sure that candidates are shortlisted on their knowledge, skills and experience alone.



Closing Date and Shortlisting

The closing date for this post is the 16th April 2023



The Selection Process

The interview process will be held on the 25th of April 2023.

Terms & Conditions



Salary:

The salary for this post is c. £29,947 per annum.



Pension:

RHA is a member of the Social Housing Pension Scheme, and we offer a Career Average (CARE) defined benefit scheme. Our contribution is 15.1%, and employees contribute 9.8%



Holiday Entitlement:

25 days per annum, plus bank holidays. Rising by 1 day for each completed years service up to a maximum of 30 days. Pro Rata for Part Time.



Working Hours:

Our normal working hours are 35 per week, worked over a 9 day fortnight, however the post holder will be required to work such hours, and at such times as are necessary to carry out their duties.



Probation and Notice Periods:

The probationary period for this post is 6 months and can be extended to 12 months.

During the probationary period, the notice period on either side is 1 week. Upon successful completion of the probationary period, the notice period will be 3 months.



General:

RHA's head offices are at - Ty Gwyn Newydd, 9 Compton Road, Tonypany CF40 1BE. This role is eligible for hybrid working following successful completion of the probation period.

Our Benefits Package

BENEFITS



- 25 (rising to 30) days plus statutory holidays (pro rata for part time staff)
- AXA PPP Private Healthcare Insurance for you and your dependents
- Access to 1/80th CARE pension
- Flexible working over a 9 day fortnight
- Death in service of 3 times Annual Salary
- Occupational Sick Pay scheme that gives up to 6 months full pay
- Enhanced Maternity and Paternity pay
- Cycle to Work scheme

THE WORKPLACE



- Hybrid working environment
- Quarterly RHA Pulse opinion surveys so you can have your say
- Open and Honest culture
- HAPUS – our award-winning health and wellbeing programme
- Opportunity to take part in charity events
- Discounted gym membership
- RHA Sports & Social Club

PERSONAL DEVELOPMENT



- Fully supported performance management framework
- Support for professional qualifications relating to your role or development in the Association
- Ongoing support for continued professional development
- Support for you to attend professional seminars and conferences
- Payment of a professional subscription
- Regular performance management sessions

