



JOB DESCRIPTION

Post: Tenant Welfare Officer	Analyst:	Caroline Keenan-Jackson Director of Housing & Corporate Services
Date: July 2022	Department:	Housing
1. JOB DETAILS		
a. Responsible to:	Housing Manager	
b. Responsible for:	Tenant/Community Welfare & Support	
c. Working hours:	37 hours per week (Monday to Friday)	
d. Wage level:	NJC Points 19, £25,927 – NJC Point 25, £30,095	
e. Essential Qualifications:	A 3rd Level education OR 3 years' experience (within the last 6 years) of supporting and developing communities in a social housing or community setting	
f. Essential Experience:	At least 2 years' experience (within the last 5 years) working to provide sustainable communities and welfare advice to vulnerable clients. Excellent interpersonal and communication skills, both verbal and written Excellent IT skills	
2. JOB SUMMARY		
<p>The purpose of the post is to increase support and meaningful contact with our tenants and enhance and develop practical working relationships with local communities to deliver a more holistic and all-inclusive service that delivers sustainable tenancies. The post holder will deliver on all aspects of tenant welfare. This will include, providing support to maximising income for both the tenant and the association.</p> <p>This position will include planning, developing, coordinating, implementing and evaluating a range of community, social, and tenant participation initiatives. These initiatives will be applied by working collaboratively with our tenants, with key agencies and by developing sustainable partnerships. These initiatives include, but are not limited to, projects involving seniors, vulnerable people, early childhood, families, youth, community safety, volunteering etc.</p>		
3. KEY TASKS		
3.1	Improve the support and opportunities for partnerships with local community organisations, neighbourhood groups, local organisations, residents and community groups. Ensure clear understanding of the partnership responsibilities that will substantiate long term benefits for our tenants and the community.	
3.2	To manage and coordinate community events and activities which encourages local creativity, vibrancy and diversity.	
3.3	To develop and maintain effective communication with all NB Housing tenants and residents.	
3.4	To provide an innovative, professional and proactive tenancy support service and to	

	signpost tenants to appropriate support agencies as required.
3.5	Undertake tenant visits, providing a support service for any problems, finding a suitable resolution where possible.
3.6	Provide targeted signposting and support to customers in relation to rent arrears, welfare benefits, budgeting, money management, fuel poverty and consumer credit, in order to maximize income and promote financial inclusion.
3.7	Encourage and promote tenancy participation strategies including attendance at Tenant Forums, develop initiatives to empower local resident and community groups, surveys, etc.
3.8	Establish, coordinate and implement tenant focus groups/forums across the organisation to encourage positive tenant participation in line with Tenant Participation Strategy.
3.9	Attend and represent the Association at the Tenant Participation Practitioners Network (TPPN), multiagency meetings, local community networks etc, and share information and outcomes with the housing team.
3.10	Ensure effective planning, implementation and evaluation of events and activities with clear record keeping.
3.11	Manage allocated budgets associated with the establishment and management of programmes/events.
3.12	Investigate and secure external funding through grants and/or sponsorship where possible
3.13	Liaise with Housing Officers in the management of anti-social behaviour issues/complaints, to support tenants on pathways to resolution.
3.14	Possess and maintain knowledge of benefit, housing and other relevant legislation, briefing staff and/or customers on relevant areas including the production of literature and reference materials
3.15	Prepare relevant reports regarding activities and events. Provide the Housing Manager/Director of Housing with detailed information required for reporting to SMT, Committee and Board
3.16	Supply frequent information regarding community development and support material for the web site and social media.
3.17	Liaise and build effective working relationships as appropriate with other staff and external parties including NIHE, Housing Associations, local community groups, etc.
3.18	To be part of the association staff team and participate in group discussions, operational review, performance assessments, etc.
3.19	Maintain awareness of the external business environment to identify changes which may have an impact on the organisation.
3.20	Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework.
4.0	OTHER DUTIES
4.1	Ensure all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy.
4.2	Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
4.3	To promote the organisations Mission, Values (Integrity, Sustainability, Excellence, Empowerment, Collaboration, Fairness) aims and Objectives.
4.4	To maintain professional boundaries and confidentiality within the Association
4.5	To attend staff meetings, training, forums, which may occur outside normal working hours
4.6	To participate in Performance Reviews and supervision sessions

4.7	Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
4.8	Adhere to policies and procedures as contained within Staff Handbook
4.9	Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation.
4.10	Carry out any other duties as may be reasonably expected from time to time that are within the competence of the post holder and conducive to the effective delivery of the role and success of the Association.

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

Signed by Employee:

Signed: _____

Date: _____

Signed on behalf of Association:

Signed: _____

Date: _____

Position: _____