

# Job Description

Internal Job title: Supported Lettings Worker  
 Project/Base: Tonbridge – working across both districts.  
 Reports to: Outreach Service Manager  
 Hours: 37.5 hours per week  
 Contract: Fixed term until 31<sup>st</sup> March 2025  
 Salary: Grade C

## Overall Purpose

To provide, develop and promote comprehensive advice to private landlords regarding accommodating vulnerable individuals. To work with landlords and clients to sustain tenancies and to prevent homelessness by ensuring that welfare, housing, and council tax benefits are secured and to support both parties to manage issues around disrepair, neighbour disputes, anti-social behaviour, and general tenancy sustainment. To provide support to clients, who have recently been accommodated, to ensure that they are accessing appropriate services to meet their wider needs and to provide training either in a one to one or a group setting around tenancy sustainment.

This is a face-to-face role and not a home-based role.

## Main Responsibilities

1. Work with clients in temporary accommodation and support to move on accommodation using Porchlight assessment framework to understand the client needs.
2. To match clients to suitable accommodation and to support those who have been placed into their own tenancies after a period of homelessness, to maintain their tenancy through advocacy, liaison, advice, and referral to more specialised agencies as appropriate. This may sometimes involve an element of crisis management.
3. To assist, advise and support clients with housing related support, including but not limited to: budgeting, debt management, education, employment, training, setting up home, neighbour complaints, health and safety, accessing welfare benefits inc. setting up direct payments for housing element of universal credit, payment of council tax and applying for council tax support, discretionary housing payments, mental health and substance misuse, landlord liaison and, referring and liaising with more specialised agencies where appropriate. To support the client in accessing appropriate services and local amenities.
4. To support clients to develop independent living skills and to be a responsible tenant by delivering training in small groups or on a 1:1 basis.

5. To work in close liaison and co-operation with other teams within Porchlight, the wider Rough Sleeper Initiative team and external statutory and voluntary agencies as deemed appropriate.
6. To manage a caseload of clients, adapting to the needs of the team and service when required
7. To foster good working relationships with private landlords, encouraging them to accept homeless people in housing need, who may be in receipt of benefits and who are being supported by Porchlight or Rough Sleeping Services.
8. To promote Porchlight and the Rough Sleeper Initiative to private landlords, provide them with advice and guidance on all aspects of lettings to encourage best practice and increase the supply of private rented accommodation.
9. To work with the local authority to, where possible, incentivise landlords to offer accommodation to those who are homeless or have a history of rough sleeping.
10. To do everything possible to prevent tenancies breaking down. However, where there are unresolvable problems e.g. access issues, non-payment of rent arrears and unreasonable and intentional damage to property to offer verbal support to landlords wishing to serve notice.
11. To encourage the improvement of housing conditions in the private rented sector and to support to resolve disputes between landlords' and tenants and to involve the local authority housing team as needed.
12. To offer advice and guidance to team members regarding the availability of private rented accommodation.
13. Ensure an up-to-date knowledge of the legislation on the private rented sector and housing advice.

## **General**

14. To regularly report, through supervision, on progress to the Service Manager, to ensure a high level of support is given to clients, and all files, records are kept accurately and up-to-date commensurate with ISO Standards and all Porchlight monitoring systems.
15. To maintain accurate and up to date financial and administrative records and systems and assist in the compilation of monthly performance reports and other reports as required.
16. To undertake and participate constructively in induction, regular supervision, appraisal, and relevant training, and contribute positively to good team relationships and continuous improvement of services.
17. To attend project and other meetings as directed by the Service Manager and Area Manager.
18. To maintain confidentiality in line with charity policy in relation to clients, staff, and business sensitive information
19. To work within Porchlight's policies and procedures (Health and Safety, Personnel, Housing Services, Support Services, Outreach procedures etc.) upholding the values and ethos of the organisation.
20. To ensure safeguarding concerns are recognised and reported as per the Porchlight Safeguarding Policy and Procedures, ensuring responsibility for the continued oversight of this is maintained and concerns acted upon.
21. To promote appropriate client involvement in all aspects of the delivery of the service.
22. Any other requirements to ensure effective delivery of the service, within reasonable expectations.

*This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Staff will be consulted on any major changes to the job description.*

# Person Specification

We want the post-holder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<ul style="list-style-type: none"><li>• <b>People focused</b></li><li>• <b>Positive and enthusiastic</b></li><li>• <b>Communication and influence</b></li><li>• <b>Teamwork</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Quality focused</b></li><li>• <b>Adaptable</b></li><li>• <b>Problem solving</b></li><li>• <b>Creativity and innovation</b></li></ul>
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form to demonstrate your capabilities in relation to each of the criteria listed below. Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

## QUALIFICATIONS

### Essential

1. Car user with full driving license and access to own vehicle in order to travel (subject to the provisions of the Disability Discrimination Act 1995)

### Desirable

2. Relevant training, study, or qualification (or equivalent &/or willingness to work towards qualification) in one or more of the following areas:
  - a. Mental Health
  - b. Ex-offenders
  - c. Housing
  - d. Health and Social Care
  - e. Drug, Alcohol & Substance misuse
  - f. Welfare

## EXPERIENCE

### Essential

3. Helping vulnerable people to identify their personal goals and aspirations and supporting them through a process of change.
4. Managing complex and difficult situations in relation to people
5. Liaising with and co-ordinating the work of several individuals and/or agencies to achieve effective outcomes.
6. A sound understanding of the issues faced by homeless or vulnerably housed people and the difficulties they experience in accessing services that are responsive to their needs.

## SKILLS & ABILITIES

### Essential

7. Good IT skills with the ability to process data accurately with good attention to detail.
8. Ability to maintain positivity and enthusiasm for a high level of contact with people on a day-to-day basis.
9. Ability to maintain accurate records with strong organisational skills.

## **KNOWLEDGE**

### **Essential**

10. An understanding of a non-judgemental approach to working with clients; that focuses on their potential and ability to make the right choices, regardless of your own values, beliefs, and ideas.

### **Desirable:**

11. Understanding of:
  - the tasks involved in the day-to-day running of a service.
  - the support needs of people with low incomes, including rent payments and arrears.
  - professional boundary issues
  - Housing and homelessness law

## **PERSONAL QUALITIES**

### **Essential**

12. Commitment to equal opportunities and inclusivity.
13. Commitment to developing and maintaining a high level of service to colleagues, clients, partners, and other stakeholders.
14. Excellent communication and influencing skills (written and verbal).
15. Adaptable and able to work under varying levels of pressure.
16. Solutions and outcomes focused.

*Please note this post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service.*