

Tenancy Sustainment Officer

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words daily. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

You'll work in the Resident Experience team within Operations, reporting to the Local Link Manager. Being professionally curious every day and for ensuring we know who our residents are. And taking action to ensure their wellbeing, welfare and health and safety are addressed.

You'll provide intensive tenancy sustainment support to our most vulnerable residents helping them to sustain their tenancy and reduce the risk of tenancy failure. You'll support residents with diverse and complex needs, including residents who are experiencing safeguarding concerns and Domestic Abuse. You'll ensure referrals are made to the appropriate statutory agencies, coordinate multi agency meetings, ensuring residents receive the help and support they need.

You'll deliver a service in line with policy and procedures and to agreed performance standards in a professional, empathetic, polite, courteous, and hard working as well as proactively resolving issues when they find them, in a compliant, safe and efficient manner.

Collaboration with internal teams will be essential in your role, as you work together to enhance resident satisfaction and ensure a seamless and integrated approach to service delivery. You'll work with and maintain external relationships with key partners including the Local Authorities, Boroughs, statutory and voluntary agencies.

The location

You'll be based at one of our offices depending on the region you're employed to work, with the option of working in a hybrid way when appropriate and as agreed with your Head of Local Link.

What you'll be doing:

- Provide structured support to our most vulnerable residents across a mixed tenure portfolio, enabling them to sustain their tenancy and develop effective methods to achieve their identified support targets.
- Carry out a risk assessment with each resident, highlighting any risks to themselves, their tenancy or others.
- Complete an action plan with each resident, detailing all elements of support required to sustain their tenancy. This will include making referrals to external agencies and signposting. You'll regularly review action plans through to case closure.
- Visit residents in their home, complete welfare checks, making safeguarding referrals, monitoring and updating cases, working in partnership with multi agency partners.
- Maintain a caseload of between 20 and 25 cases, generally working with residents for a period of 6-12 weeks. Caseloads may vary depending on individual and service requirements
- Engage and co-ordinate external agencies, leading on setting up multi- agency case conferences to identify and implement support for residents
- Support with gaining access to residents' homes where there are compliance issues including to carry out gas safety checks, electrical tests and essential repairs.
- Take a lead and support residents experiencing Domestic Abuse working with external agencies and the ASB/Safeguarding teams – completing applications for residents who need to move
- Support residents who are high level hoarders and create action plans to reduce the level of hoarding, and the health & safety risks associated with the hoarding.
- Co-ordinate and attend multi agency meetings when necessary to review and access specialist support and advice.
- Work closely with colleagues, key partners, agencies and family /supporters to provide a realistic approach to sustaining the resident's tenancy.
- Record all contact made with residents on our Housing Management Customer Dynamics system within agreed timeframes.

- Be aware of the operational requirements of data protection and storage of personal information, to advise your line manager of any actual or potential breach.
- To record and report safeguarding concerns in line with policy and procedures.
- To provide advice to colleagues in relation to sustaining tenancies and vulnerable households.
- Embrace and promote Southern Housing Heart Values and Behaviours, creating an environment which is supportive and a place where it's enjoyable to work.

What you'll need:

Knowledge & experience

- Experience of working in a front facing customer focused role.
- Excellent knowledge of housing law, rights of tenants and laws relating to repairs and safeguarding.
- In depth understanding of issues affecting vulnerable people
- Proven track record of developing and building relationships with external providers and with partner organisations.
- Excellent knowledge of social housing

Skills

- A confident individual with exceptional listening and customer service skills
- Excellent communication skills both verbal and written.
- The necessary skills to complete support plans, reports and risk assessments.
- Ability to organise and prioritise own workload to meet deadlines.
- Good negotiation and influencing skills.

Abilities

- Capability to lone work and a motivation to work with resistant and chaotic individuals and households.
- Able to manage a high and varied workload.
- A 'can do' proactive approach to problem solving.
- Always willing to learn and continue in personal development by attending conferences, seminars, webinars, and training.
- You'll need a full driving licence and access to own vehicle.

Size and scope of role	
LT Directorate:	Resident Experience – North/South
JP Last updated:	June 2026

CREATING
COMMUNITIES
TOGETHER

