

## TENANCY COACH JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title</b>	Tenancy Coach
<b>Reports to</b>	Housing Services Manager
<b>Responsible for</b>	N/A
<b>Department</b>	Housing Services
<b>Tenure</b>	Permanent
<b>Hours</b>	Full time, 35 hours per week
<b>Salary</b>	£32,221 per annum

### About Cynon Taf Community Housing Group

Cynon Taf Community Housing Group (CTCHG) is a housing association based and rooted in Rhondda Cynon Taf.

We are committed to a vision of healthy valleys communities where everyone feels connected, supported and hopeful about the future. To play our part in that future vision we are on a mission to provide quality homes for current and future generations – and to service our communities by being an inspiring, trusted partner and employer.

We currently look after more than 2,000 homes for single people, couples and families, including four developments specifically for older people and, with specialist partners, two refuges for those fleeing domestic abuse and supported homes for people with learning disabilities.

We are also home to two subsidiaries: Down to Zero, a not-for-profit Community Benefit Society that we established to expand our community-led environmental activities. And Cwm Taf Care & Repair, which helps older homeowners and private renters to live independently in their own homes.

Our team is driven by a belief in the power of building strong communities – from creating healthier, greener homes or bringing partners together to develop new services, to helping people live up to their full potential. Driven by strong values of commitment, respect and integrity, we are committed to making a positive difference for our tenants, communities and people.

### Main Purpose of the Role

The Tenancy Coach is responsible for coordinating and facilitating bespoke and wrap around service to ensure our residents meet their own aspirations to address their support needs with the objective of promoting greater independence and confidence that will enable them to sustain their tenancy.

Working with residents who have barriers to engaging with our services, this role is a vital part of our housing management and support function. The role will case manage and develop plans so that residents can uphold the terms of their contract and live fulfilled lives. It enables the organisation to not only identify vulnerable people, or people struggling with their tenancy, but to put in place packages of tailored support and engagement which has the aim of sustaining tenancies, strengthening communities and building trusted relationships between Cynon Taf CHG and our customers for the long term.

The Tenancy Coach will work with individuals on a one-to-one basis, identifying what challenges and barriers they have to sustaining a tenancy, and then supporting them to find their own solutions. The role is about facilitating change and personal growth – not doing to people – and enabling people to live the best lives they can. There is a strong focus on building trusting relationships with individuals, families, neighbours and in some cases communities to achieve outcomes that affect long term behaviour change.

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The role must recognise a trauma informed approach to the work and champion the move to a wider psychologically informed environment across the whole directorate. Whilst understanding that an individual's past experiences can impact on current situations, we promote a high support – high challenge working environment, where interventions are balanced with honest conversations about tenancy expectations – such as paying rent, allowing access, condition of home, living well with neighbours and being a positive impact on the community.

In addition, the role will need to have excellent communication and negotiation skills when supporting tenants in a court or legal action arena, or with external bodies, for them to feel that their voice is heard in a range of formal settings that may prove stressful or intimidating to that person.

#### **Key Measures of Performance**

- Actively provide advice, guidance, and assistance as part of a resident's personal plan to ensure they access timely support and services from relevant partners such as health, social, housing, and voluntary sector agencies
- Effective management of person-based interventions that enable clients to successfully maintain their tenancies
- To be a key contributor to the compliance agenda, co-operating and working alongside colleagues and stakeholders to keep our contract holders and communities safe
- Residents engage positively with the service offered by the Tenancy Coach
- Robust exit strategies, ensuring residents are appropriately supported once project objectives are met and sustained behaviour change is identified. Manage a schedule of former engaged residents, conducting welfare calls at agreed intervals up until three months post exit from interventions
- Tenants who engage with services reduce their rent arrears, report improved mental health and wellbeing, increased engagement for key housing management functions and report having a positive experience
- Effective management of complex caseload where priorities will change, and swift intervention is required
- Excellent record keeping; including case notes, CRM entries and management of risk information as it changes
- Excellent and timely communication across the directorate and with external agencies on issues such as risk management, safeguarding and legal information

#### **Key Capabilities**

- People first expertise and focus
- Excellent listening skills
- Empathetic and understands individual circumstances
- Open minded and non-judgemental
- Excellent time management skills and can prioritise effectively
- Team player
- Technical knowledge of service area
- Always curious
- Excellent collaborator and communicator
- Solutions focussed mindset
- Independent thinker

- Flexible approach
- Excellent report writing and analytical skills

### **Person Specification**

All our staff are expected to commit to and exhibit values, attitudes and behaviours that contribute positively to our vision and mission and the values set out in our organisational Values (see Annex 1).

### **Technical Abilities**

- Knowledge of Housing Management practices including Tenancy management, Neighbour Nuisance, Anti – social behaviour, compliance & Health and Safety
- Knowledge and understanding of the legal responsibilities and rights of landlords and tenants
- Excellent time manager who can prioritise and multi-task efficiently
- Ability to keep calm in high pressure environments and de-escalate tense situations
- Demonstrated ability to deal with conflict and challenging behaviour
- Ability to challenge external bodies and professionals in an effective manner
- Able to create high quality material on key Microsoft Office packages – Excel, Word, Teams and PowerPoint
- Able to use all key virtual meeting and messaging platforms independently and effectively – e.g., Teams, Zoom
- Experience of using CRM systems; specifically, QLx would be advantageous
- Able to become proficient swiftly and confidently with new platforms / systems as required, for example to support new digital learning products.
- Able to produce written reports to a high standard and produce good records when required to assist the team
- Ability to develop, operate, monitor, and maintain systems including IT for effective management information
- Possess a valid full driving licence for a car and have the use of a car each working day

### **Desirable**

It would also be beneficial for the post holder to;

- Have experience of a psychologically informed approach to working with clients
- Has experience of a mental health focused working environment
- Has advocacy or mediation experience/skills
- Understanding of the courts and/or tribunal process
- Have the ability to speak and write Welsh

## **Annex 1**

### **Our Vision**

Healthy valleys communities where everyone feels connected, supported and hopeful about the future

### **Our Mission**

To provide quality homes for current and future generations and be an inspiring, trusted community partner and employer

### **Our Values**

- **We are committed**

We are kind and care about making a positive difference for our tenants, communities and people

- **We are respectful**

We believe we can only work well together if we respect each other

- **We show integrity**

We work hard to earn trust by being clear, honest and responsible for our actions