



## **JOB DESCRIPTION**

**Tenancy sustainment Team Leader**  
(Fixed Term Contract until 31 March 2025)

**Reporting to** Resettlement Operations Manager

**Salary** £31,047.40

**Location** Wandsworth, London

**Hours** Full-Time, 37.5 hours per week (Mon – Fri)

## **ABOUT US**

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

## **PURPOSE OF JOB**

The purpose of the Tenancy Sustainment Team Leader is to coordinate a comprehensive service to the accommodation-based schemes in multiple boroughs that are provided to former homeless clients with whom we work. The post will work in direct partnership with the Outreach Team as well as other relevant services within the boroughs to ensure that clients in accommodation receive a planned and effective service.

The role will be responsible for oversight and management of the Tenancy Sustainment Team and will ensure the services are compliant in terms of property management, contractual monitoring arrangements, and client quality of support to a high standard and within budget.

There will be occasions when you are required to be onsite outside normal working hours - The information provided in this Job Description outlines the expectations of the post holder. It is not intended to be prescriptive in every detail and as such it describes the main elements of the role only.

## **DUTIES**

### **Service delivery**

- Lead in the running of the Resettlement Service. This presently includes HMO's, RSI properties and a Floating Support service.
- Provide an effective service for allocated clients throughout their tenancy, in line with SPEAR's policies and procedures.
- Ensure that allocated clients are resettled in accommodation appropriate to their expressed needs, working in accordance with the licence agreement and support plans.

- Ensure that allocated clients have access to specialist services as required, utilising both internal and external resources.
- Ensure that operational statistics as required by the Senior Management Team, Trustee Board and funders are available.

### **Resource Management**

- Assist clients with benefit claims, liaising with appropriate agencies and the SPEAR Finance Team, and maintain proper records
- Maximise rental income and minimise arrears, maintaining accurate records
- Maintain a safe and appropriate physical environment for staff and service users, in conjunction with the Landlords and Health and Safety Representatives.
- Maintain a working knowledge of local providers of appropriate accommodation
- Maximise the opportunities available for clients through joint working with external providers.

### **To lead and manage a team:**

- Participate in staff management and support systems in line with SPEAR's policies and procedures, including induction, supervision, appraisal and training audits.
- Line management responsibility of workers within the service and other associated projects to the service; this includes locums and agency workers.
- Ensure that staff keep accurate records on CHAIN and INFORM participating in regular reviews and audits of the case management system.
- Contribute to regular team meetings.
- Ensure the service is adequately staffed through participation in the management of the rota system and be available to participate in the SPEAR-wide on call system.
- Conduct recruitment and selection processes to fill the services staffing requirements as well as the recruitment of Trainee Project Workers, in line with SPEAR's policies and procedures.

### **Casework Management**

- Support the development of an asset based 'recovery' approach to client support and resettlement.
- Ensure staff undertake regular, appropriate assessments and casework with clients. Following an integrated approach to the support provision delivered by staff across the services.
- Participate in regular reviews of clients' cases - be responsible for the case management process for the service and ensure that clients are allocated the appropriate level of support and assistance, this work should take place alongside partner agencies and other SPEAR services, this include joint work with the Health Link service.
- Experience of line management, including recruiting, inducting, supervising and performance management.
- Develop meaningful rapport with clients in order to facilitate the best possible outcomes by supporting and delivering an asset-based approach.
- Ensure that staff maintain accurate records of work on both the case management system and of health and safety processes.

## **KNOWLEDGE, SKILLS & RESPONSIBILITIES**

- Experience of working within the homelessness sector.
- A basic knowledge of appropriate legislation, including welfare benefits and housing law.

- To be responsible and accountable for participating in an effective staff team, ensuring robust line management of the Tenancy Support workers.
- The ability to manage your time in a busy and pressurised environment.
- To be responsible and accountable for providing advice, support, motivation, crisis intervention and future planning, appropriate to the expressed needs of allocated tenants and clients.
- Solid IT skills with the ability to record sound and accurate records in a timely fashion on IT applications such as CHAIN and Inform.
- To be responsible and accountable for the effective delivery of a high standard of Tenancy Support/resettlement, accommodation and move-on services for homeless people in line with SPEAR's policies and procedures.
- Have a creative, solution-focused approach to overcoming challenges.
- Knowledge of GDPR and data management.
- Knowledge of current drug and alcohol provision and relevant services, pathways and conditions.
- Emotional resilience to deal with challenging behaviour and to facilitate ongoing constructive engagement.
- Ability to work as part of a management team, maintaining effective working relationships with colleagues, clients, the community and other external agencies.
- Knowledge of the services and legislative environment regarding housing, health, work and immigration as it relates to homeless people.
- Experience of motivating complex and diverse client groups to engage with support.
- A commitment to learning and continuous improvement.
- Develop positive and professional working relationships with clients, in order to facilitate the best possible outcomes, and to address issues of social isolation and exclusion.
- To be responsible and accountable for the effective delivery of a high standard of Tenancy Support/resettlement, accommodation, and move-on services for homeless people in line with SPEAR's policies and procedures.
- To be responsible and accountable for the development of a range of accommodation options and accessible services, working within the services' financial resources
- To be responsible and accountable for participating in an effective staff team, ensuring robust line management of the Tenancy Support workers.
- To be responsible and accountable for providing advice, support, motivation, crisis intervention and future planning, appropriate to the expressed needs of allocated tenants and clients.
- To be responsible and accountable for contributing to the running of SPEAR's integrated services for single homeless people and delivery of SPEAR's strategy

## VALUES

### **Working together**

We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

Aspirational

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

**Respectful**

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

**Determined**

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

**Visionary**

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.

**At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.**