Red Kite Community Housing

@redkitehousing

Tenancy Sustainment & Welfare Specialist

Job Description

Pod: Community

Stem: Inclusion & Wellbeing

Reports to: Homes Manager

Direct reports: None



Red Kite's Expectations

At Red Kite, all colleagues are expected to work in a way that reflects our values of partnership, respect and pride, while delivering excellent services to our residents and communities. This role exists to provide holistic, person-centred support to residents, ensuring tenancies are sustained, inclusion and wellbeing are promoted, and resilient communities are built. Colleagues in this role are expected to combine tenancy sustainment, welfare and inclusion support with a strong focus on safeguarding, prevention and multi-agency collaboration, helping to minimise tenancy failure and improve life outcomes.

Key Responsibilities

Tenancy Support & Sustainment

- Deliver a high-quality, person-centred support service to residents experiencing vulnerability or difficulties managing their tenancy
- Provide advice, casework support and signposting relating to:
    - Employment, education and training
    - Mental wellbeing
    - Financial wellbeing, budgeting and income maximisation
    - Welfare benefits and benefit applications
    - Domestic abuse
    - Hoarding
    - Digital inclusion
    - Safeguarding and other vulnerabilities
- Carry out risk assessments and develop, implement and review person-centred support and action plans
- Identify and support vulnerable tenants, making timely and appropriate referrals to statutory, voluntary and specialist agencies
- Identify and address the root causes of hoarding, working with and referring to agencies such as Social Services, Health Care Professionals, CMHT, Fire Service and Environmental Health
- Act as an advocate for tenants with statutory, voluntary and commercial organisations
- Support tenants to apply for alternative accommodation through HALP applications
- Support residents to access care and needs assessments via Buckinghamshire Council, including Choice Based Lettings applications
- Ensure tenants impacted by Awaab's Law receive appropriate support, including decanting to temporary accommodation where required
- Explore and support internal and external grant funding applications to assist vulnerable residents and community groups

Inclusion & Wellbeing

- Support the delivery of Red Kite's inclusion and wellbeing strategy
- Act as a subject matter expert, providing briefings, advice and training to colleagues on inclusion and wellbeing
- Promote equality, diversity and inclusion across the organisation and within local communities
- Signpost residents to services that improve wellbeing, resilience, independence and life chances

Safeguarding

- Identify safeguarding concerns relating to children and adults at risk and escalate appropriately to safeguarding leads
- Work alongside colleagues to complete safeguarding referrals in line with organisational policies and procedures
- Maintain accurate safeguarding records and escalate concerns where risk is increasing or unresolved

Multi-Agency & Professional Working

- Attend and actively contribute to professional meetings, including safeguarding meetings, case conferences and multi-agency panels
- Share relevant information appropriately and advocate for residents' needs
- Build, maintain and strengthen effective working relationships with statutory, voluntary and community partners

Community Engagement & Development

- Work with new and existing residents to provide a positive onboarding and engagement experience
- Promote Red Kite membership and encourage resident participation and involvement
- Support the delivery of community projects and initiatives
- Manage and support initiatives delivered through the service, including:
    - Thrive Project
    - Furniture Poverty Project
    - Realising Potential and other tenancy sustainment initiatives
- Support Springboard panel applications, including resident support and applicant verification visits

Monitoring, Reporting & Continuous Improvement

- Maintain accurate, up-to-date case records and monitor outcomes
- Capture, analyse and report key data to inform service improvement
- Produce a monthly tenancy sustainment report for the Head of Community, to be shared with ELT and the Board
- Keep up to date with changes in legislation, welfare reform and best practice
- Contribute to the development and review of group policies, procedures and standards relating to:
    - Financial inclusion
    - Digital inclusion
    - Mental health
    - Tenancy sustainment and tenancy failure prevention

Our essentials

All employees are expected to:

- Put residents at the heart of everything they do, working in a person-centred, strengths-based and inclusive way
- Act with integrity, professionalism and accountability at all times
- Champion equality, diversity and inclusion, ensuring services are accessible and responsive to diverse needs
- Work collaboratively across Red Kite and with external partners to achieve positive outcomes
- Take ownership of continuous learning, service improvement and personal development
- Maintain confidentiality, comply with policies and procedures, and meet safeguarding responsibilities

In addition, the postholder must demonstrate:

- A strong commitment to tenancy sustainment and prevention of tenancy failure
- Sound knowledge of safeguarding adults and children
- Ability to manage complex caseloads and competing priorities
- Confidence working both independently and collaboratively
- Strong organisational, recording and reporting skills

Added extras

- Full UK driving licence and access to a vehicle for business use (where required)
- Willingness to work flexibly to meet service and resident needs
- Enthusiasm for innovation, learning and service development

Qualifications, Skills & Experience

We have a dedicated team here at Red Kite that supports employees with all things Learning and Knowledge. This role requires you to:

- Have excellent verbal and written communication skills, including formal reporting and Board papers
- Be technically capable, with expertise in Excel, with PowerBI experience a bonus
- Have experience of presenting analysis to senior leaders, influencing data-driven decision making
- Have experience of leading a team in a customer-focused organisation
- Have experience of bringing people with you on a journey, encouraged change and learning and devivered tangible results

General Responsibilities

This section outlines the broader responsibilities an organisational expectation what apply to all Red Kite employees, in addition to the role-specific requirements of the post.

a) **Tenant Focus -** Deliver a responsive, respectful and inclusive service to Tenants, placing their needs at the centre of decision-making and always ensuring a positive Tenant experience.
b) **Compliance and Regulatory Standards -** Ensure all activities comply with relevant legislation, regulatory standards (including the Regulator of Social Housing), and internal policies, maintaining the highest standards of governance and accountability.
c) **Safeguarding -** Promote and safeguard the welfare of Tenants and staff, recognising and appropriately responding to safeguarding concerns in line with Red Kite policies and statutory requirements.
d) **Health and Safety -** Take reasonable care for the health and safety of yourself and others, ensuring compliance with health and safety legislation, policies, and procedures at all times.

e) **Equity, Diversity and Inclusion (EDI) -** Actively support equity, diversity and inclusion, treating all individuals with dignity and respect, and contributing to an inclusive environment for employees and Tenants.
f) **Values and Behaviours -** Demonstrate and promote organisational values and expected behaviours, contributing to a positive, collaborative and high-performing culture.
g) **Data Protection and Confidentiality -** Handle all information in accordance with GDPR and data protection requirements, maintaining confidentiality and ensuring data integrity.
h) **Financial and Resource Responsibility -** Use organisational resources responsibly and, where applicable, operate within delegated financial limits to deliver value for money.
i) **Flexibility Clause -** Undertake any other duties commensurate with the role, as reasonably required, to support the effective delivery of services.
j) **Hybrid Working -** Work flexibly in line with organisational arrangements, balancing business needs with effective collaboration and service delivery.
k) **Commitment to Professional Development -** Maintain and develop professional knowledge and skills, participating in training and development opportunities as required.

This job description is subject to regular review and appropriate modification.