

## Private Rented Housing Worker (TASS)

Role Profile			
<b>Job Title</b>	Private Rented Housing Worker (TASS)	<b>Grade</b>	Client Worker
<b>Area</b>	Plymouth	<b>Team</b>	Private Rented Access Service (PRAS)
<b>Reports to (Job Title)</b>	Private Rented Access Manager	<b>Hours</b>	37 pw
<b>Location</b>	Harwell Centre / from home / as required	<b>Shift Pattern</b>	Mostly office hours; but evening and weekend work may be required.
<b>CRBcheck required</b>	Y – enhanced		
<p><b><u>Role / team</u></b></p> <p>Private Rented Housing workers are part of Path’s <b>Private Renting Access Service (PRAS)</b>, which aims to set up and support sustainable PRS tenancies.</p> <p>This service therefore provides support to clients to gain access to private rented accommodation, including through giving deposit guarantees to private landlords for single people, couples and families, as relevant.</p> <p>This role focusses on supporting offenders to secure accommodation, providing advice and support for the tenancies set up, as part of TASS: the <b>Targeted Support Accommodation Service</b>. The aim of TASS is to successfully house ex-offenders in new private rented sector tenancies for 12 months plus.</p>			

**Duties**

### 1. Pre-tenancy (clients’ needs, options and support)

- Responding to referrals; meeting clients and assessing and identifying their needs and options, benefits entitlements etc, inc advising about PRS tenancies and other solutions.
- In person, over the phone and as required, providing housing-related information and support, including regarding use of private rented sector
- Following up assessments, providing information and support to secure accommodation
- Looking at financial needs and options of clients for setting up tenancies, including affordability assessment, tenancy deposit savings, applying to benevolent funds and using other sources of money for clients, inc TASS funds
- Working with clients and landlords to set up appropriate, sustainable tenancies, including visits to properties and checking inventories, as below
- Referring onto other services / agencies, where appropriate, including other Path services, to ensure joined up support; in particular, linking and working with Probation colleagues

### 2. Pre-tenancy (properties, engaging with landlords)

- Linking and building relationships with new landlords and agents; sending them information on the service; promoting accreditation and membership of professional bodies
- Negotiating with landlords over financial and support packages for clients to enable them to secure accommodation

- Where relevant, checking properties have essential safety and legal requirements in place and are free from hazards (using the Housing Health and Safety Rating System)
- Full inventory/checking of inventories and schedules of condition, where relevant
- Liaising with housing enforcement teams where required

### **3. Tenancy sustainment**

- Supporting clients to set up and maintain their accommodation – providing regular support for each housed client for at least 12 months
- Providing advice and support to set up utilities and obtain household essentials
- Formal monitoring progress of individual tenancies and liaising with landlords re progress (e.g. rent payments in payment)
- Tenancy interventions: when problems occur taking a proactive approach to resolving issues, including setting up 3 way meetings, home visits, mediation and tenancy related problem solving.
- Where relevant, arranging or providing follow-on support for clients and / or their landlords. I.e. This may include support re benefits, advice, practical issues to maintain tenancies; and / or referring to other relevant services.
- Leading on providing, recording, reviewing and reporting on service provision and claims, inc regular, formal monitoring progress of referrals, tenancies and outcomes.

### **4. Landlord liaison**

- Liaising with landlords over available properties
- Advising landlords over renting, especially in relation to the role of this service
- Working with colleagues to collate and disseminate weekly bulletins within Path and to partners of available rooms and properties

### **5. General**

- Participation in team, staff and other meetings, as required
- Recording and reporting on work done
- Keeping up-to-date with relevant legislation and other developments
- Developing & maintaining RSS literature, monitoring systems & referral procedures
- Covering for other workers, when needed
- Representing Path at Private Rented Sector events and functions
- Other duties as required by line manager or Director
- Compliance with Path Worker Conditions.

## Private Rented Housing Worker: Person Specification

Path is looking for someone with a good understanding of housing and homelessness issues, experience of and skills in assessing people's needs, plus a positive attitude toward working with homeless people. Experience of running a deposit guarantee scheme is desirable.

Essential	Desirable
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> <li>• Approachable</li> <li>• Non-Judgemental</li> <li>• Motivational communicator</li> <li>• Demonstrable ability to engage, refer and collaborate effectively</li> <li>• Problem-solving, realistic approach</li> </ul> <p><u>Housing and homelessness</u></p> <ul style="list-style-type: none"> <li>• Ability to deliver housing advice</li> <li>• Knowledge of setting up tenancies</li> <li>• Understanding of welfare benefits, HB, appeals and Universal Credit etc.</li> <li>• Excellent understanding of private rented sector, culture and market and ability to engage with landlords</li> </ul> <p><u>Client work</u></p> <ul style="list-style-type: none"> <li>• Ability to assess independent living skills; identify housing options; problem-solve; prevent homelessness</li> <li>• Ability to identify and manage risk</li> <li>• Understanding of and commitment to equal opportunities and diversity</li> <li>• Ability to provide case support and monitoring for clients / tenancies</li> </ul> <p><u>Office and communication</u></p> <ul style="list-style-type: none"> <li>• Experience of liaising / communicating with other staff on professional basis, including being an active part of a busy team</li> <li>• Good written and verbal communication skills</li> <li>• Good negotiation skills</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of housing and homelessness legislation/guidance, including Homelessness Reduction Act 2017, HMO licensing, HHSRS (property standards), Deposits protection etc and related rights and responsibilities.</li> <li>• Knowledge of the criminal justice system (CJS)</li> <li>• Emergency First Aid for Appointed Persons</li> <li>• More developed IT skills, such as design and creation of literature</li> <li>• Knowledge of local services, referral systems, and local procedures</li> <li>• Experience of writing / contributing to formal reports</li> <li>• Experience of negotiating with private landlords</li> <li>• Understanding of Housing Health and Safety Rating System</li> <li>• Have a valid drivers' license &amp; use of a car</li> </ul>

- IT skills: ability to use databases + Microsoft Office (word processing, e-mail, spreadsheets) as minimum
- Experience of being line managed and / or demonstrable ability to work under formal supervision

General

- Ability to efficiently respond to need, handle a large caseload and work to tight deadlines
- Ability to travel, in some cases outside of the local authority area.
- 5 GCSEs level C and above; including Maths & English; or equivalent
- Ability to represent oneself and Path to the public
- Enthusiasm for this post and this area of work

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