

Tenancy Sustainment Team Leader (Customer Support)

Job Description

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage over 16,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues, and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and also take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED

JOB DESCRIPTION

POST:	Tenancy Sustainment Team Leader (Management)
DIRECT REPORTS:	Tenancy Sustainment Advocates – Customer Support
REGULAR CONTACTS:	Head of Service Managers, Asset Management Staff, Property Services Staff, Development Staff, ASB & Support Team Manager, Senior Partnership & Impact Manager, Customer Services, Leadership Group, external charities, local authorities, health services, support agencies and other stakeholders, staff representatives, operational team members and Human Resources.
RESPONSIBLE TO:	Head of Lettings and Customer Support

JOB PURPOSE:

To lead a proactive and responsive tenancy sustainment team, providing advice, support, and guidance to the Tenancy Sustainment Advocates within your team, ensuring delivery of a high-quality service in accordance with our Customer Care Standards and Paradigm's Values.

To lead the operational service, be focused on the needs of customers, manage the day-to-day operational duties. Ensure that customers are supported to manage their tenancy and that excellent services whilst also identifying and delivering improvements to the customer support service and making our customer support service accessible by design.

Build confidence in the team and provide individual case management support and personal development plans, setting clear expectations around high performance and customer satisfaction outcomes.

Manage a caseload of customers with varying support needs, provide professional advice and signposting. Ensure that understanding vulnerability and providing support to customers when their resilience is reduced is embedded in everything we do.

To work collaboratively with external organisations to advocate on behalf of customers and provide a coordinated approach to deliver successful outcomes for Paradigm customers.

KEY ACCOUNTABILITIES:

- To motivate, mentor, coach and manage a team of 3 Tenancy Sustainment Advocates, setting and monitoring performance and embedding a culture of continuous improvement.
- To provide support, advice and guidance on all case management and complex cases, providing management support at multi agency professional meetings and advocating on behalf of Paradigm customers.
- To ensure monitoring of the quality assurance framework to regularly review and monitor quality of service delivery and compliance with policies, procedures, and Customer Care Standards, to identify team development and service improvements to enhance the customer experience.
- To take responsibility for the health and safety of self and team, mitigating risk, championing a responsible approach with the team and for the organisation.

- To recruit, build and motivate a high performing team. Create individual personal development plans, identify training opportunities, and conduct individual Case Reviews with each team member.
- To ensure appropriate frequency of 1:1s and appraisal reviews in line with corporate timelines, developing the skills and competencies of each line report.
- To work with the Senior Partnerships and Impact Manager on identifying customer support needs and collaborating on delivering impactful partnership working for Paradigm customers that helps sustain tenancies and improve life outcomes.
- To provide an effective high quality support service to customers who are experiencing vulnerability and who are less able to manage their own tenancies providing advice, advocacy services, casework support and signposting for any relevant external agency services including employment / education / & training, mental wellbeing, financial wellbeing, domestic abuse, hoarding, digital inclusion safeguarding and other vulnerabilities.
- Identify and address any immediate needs to ensure customer safety and ensure that needs are met and carried out thorough assessment and support plans, risk assessments and SMART action plans.
- Liaise with colleagues and voluntary and statutory agencies making referrals with reports and written evidence (where required) where there are concerns around poor mental / physical health or safeguarding concerns.
- To identify hoarding, and poor property condition positively engaging with customers to work towards de-cluttering of the home to reduce and eliminate the risk. This may involve collaborating with other members of staff or partner agencies to assist, setting realistic targets, and monitoring and reviewing progress on a regular basis.
- To identify and tackle the root cause of hoarding making referrals and providing customer advocacy to more specialist support (statutory and voluntary services) e.g. Social Services, Health Care Professionals, CMHT, Fire Service or Environmental Health.
- Acting as liaison with Rent Recovery, Lettings & Allocations, Customer & Neighbourhood and ASB Teams to ensure early intervention and preventative measures are implemented with a view to reducing the number of failed tenancies.
- To provide health and wellbeing advice, advocacy services, and signposting and joint initiatives working in partnership with the NHS, Public Health, and Social Services.
- To promote safety and independent living, making referrals, grant applications, or other advocating for community equipment, simple aids for daily living and assistive technologies to enhance customers quality of life.
- To provide training for staff, external agencies and customers in key customer support and sustainment areas.
- To encourage and promote a culture of customer empowerment and independence.
- To develop strong working relationships with community organisations and support and advice agencies across Paradigm's areas of operation.
- To work with external organisations in order to secure grant funding and other financial support which benefits Paradigm's customers.
- To attend professional's liaison meetings with internal and external agencies and to co-ordinate and facilitate multi-agency meetings to address unmet support needs.
- To devise and implement targeted campaigns to promote financial inclusion utilising our customer profiling data to understand and identify trends, needs and priorities.
- To support the development of the Group's policies, procedures and standards, around financial and digital inclusion, mental health, and the wider project of tenancy sustainment to minimize tenancy failure.
- To ensure that a Value for Money approach is adopted within areas of responsibility relating to casework support, projects, and other associated areas.
- To create processes and practices which facilitate the implementation of service improvement.

- To carry out any other duties relevant to this post, as necessary or as requested by Management.

LEVEL OF AUTHORITY

Responsible for approving (second signatory) extreme hardship fund budget payments for customers in financial hardship.

Make recommendations for service, process, and system changes, based on quality assurance framework (case reviews, customer insight and learning from others).

Responsible for the performance and development of the Customer Support teams.

REQUIRED OUTCOMES OF POST

Success in this post will be measured by: -

- Engaged, knowledgeable and high performing team members, meeting or exceeding KPIs.
- Quality assurance framework demonstrates customer-focused, effective case management, which is compliant with Customer Support Offer, Policy and meets Customer Care Standards.
- Increased customer satisfaction for areas of responsibility by measuring this through 360 feedback from colleagues and feedback from customers.
- Increase the internal understanding of current key challenges by facilitating appropriate training of staff which will be measured through staff surveys, e-learning, and questionnaires.
- Successful implementation of identified campaigns which promote a range of support and income enhancement opportunities easily accessible to all customers, which will be measured through the completion of the team's objectives and personal targets.
- Gross annual financial gain to customers through supported welfare benefit claims and successful grants.
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- Reduced number of failed tenancies as a result of proactive, data-driven intervention and customer support.

PERSON SPECIFICATION

(E = Essential; P= Preferable)

- Outstanding customer focus with experience of managing customer service teams or roles operating at a similar level, providing performance management and personal development support. (E)
- Record of identifying continuous improvements ensuring services are efficient and effective continually improved to give a good customer experience. (P)
- Demonstrable ability to work collaboratively and flexibly at pace in a fast-moving and changing environment. (E)
- Confidence in making recommendations based upon fact and data driven analysis. (E)
- Experience of working with and influencing a range of stakeholders at all levels of the business to deliver successful outcomes. (E)
- High level of expertise in the following service specialism area: relating to welfare benefits, housing law, financial inclusion, physical and mental wellbeing, hoarding, employment advice, domestic abuse, safeguarding and other vulnerable customer groups (E)

- Extensive experience of managing complex caseloads (E)
- Demonstrable experience of coaching and mentoring others to achieve success. (P)
- Excellent verbal and written communication skills including negotiation and mediation, maintaining accurate records, drafting routine reports (E)
- Ability to devise and deliver high quality training to peers, customers, and external agencies (E)
- Experience of operational management in ensuring consistent and high-quality service is provided. (E)
- Effective, cohesive, and dedicated team player (E)
- Excellent time management and organisational skills (E)
- Hold a full driving UK licence and have access to own vehicle. (E)