

Job Description

Job Title	Tenancy Sustainment Officer
Function	Operations
Department/Team	Bradford No Second Night Out
Reports to	Team Manager
DBS Check Level Required	Enhanced
Grade/Job Evaluation Level	Core / Individual Contributor B
Created/Reviewed date	October 2026

You will be working for

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Aquarius supports people in the Midlands affected by substance use or gambling. It was a subsidiary of Richmond Fellowship and became part of Waythrough in April 2026.

We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.

As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do. The Tenancy Sustainment Officer will play a pivotal role in delivering lasting change.

Purpose of the Role

As a Tenancy Sustainment Officer, you will provide comprehensive housing-related support to individuals with a variety of vulnerabilities and complex needs. Your role is to enable them to maintain their tenancies and achieve their aspirations for independent living. This will be delivered alongside pragmatic and intensive housing management functions, working collaboratively with Housing Management, Property Services,

and specialist support and recovery services provided by Waythrough and its external partners.

Key Accountabilities

Service Delivery

- Conduct keywork sessions to assess tenants' individual support needs and, in consultation with them and relevant external services, develop and implement Tenancy Sustainment Plans (TSPs).
- Regularly review and update TSPs to reflect changes in tenants' circumstances, needs, and priorities.
- Engage and coordinate with internal and external services to provide holistic, wraparound support tailored to each tenant.
- Support tenants to live as independently as possible within the community, offering emotional, practical, and organisational support as appropriate.
- Complete and update risk assessments in line with tenants' evolving needs and aspirations.
- Collaborate with Housing Officers and Managers to build strong relationships with local authorities, community groups, and external agencies.
- Assist tenants with Housing Benefit and other welfare claims during sign-up and throughout their tenancy.
- Provide proactive support and advice to tenants in rent arrears, including debt management strategies.
- Support the management of anti-social behaviour in partnership with Housing Officers and Managers.
- Respond to and manage tenancy abandonment cases and related issues.
- Maintain building security, including locking procedures, alarm checks, and access control where relevant.
- Coordinate the ordering and delivery of essential items such as furniture, white goods, and flooring.
- Report and follow up on day-to-day repairs, ensuring the safety and security of the premises.



Performance

- Ensure compliance with all relevant regulatory and organisational requirements.
- Support tenants preparing to move on to more independent living, including resettlement support.
- Record all incidents of anti-social behaviour using internal systems (e.g. The Hub).
- Maintain accurate and up-to-date records on internal systems, including maintenance logs and tenant interactions.
- Arrange and monitor required safety checks (e.g. gas, electrical) and liaise with internal teams to ensure timely completion.

Development and engagement

- Work in partnership with local authorities and attend relevant meetings (e.g. Vulnerable Persons Group) to ensure housing is provided to those most in need.
- Collaborate with local authorities to agree referral pathways and maintain strong, effective partnerships.
- Work closely with other Waythrough services to ensure coordinated, wraparound support is delivered.
- Liaise with and signpost tenants to appropriate housing, health, social care, benefits, and advocacy services.
- Make referrals and support tenants in maintaining engagement with care and support services.
- Maintain regular communication with all relevant Waythrough people to ensure awareness of tenant progress and any emerging issues.

General Accountabilities

- Model our organisational values that sets the tone for people across the organisation.
- Contribute to developing our culture of excellence and care which is collaborative and actively demonstrates our



commitment to the people we support, and our core purpose.

- Seek opportunities to develop, learn, and continuously improve so that we can develop high-quality services.
- Work in accordance with all relevant legislation, policies, procedures, and guidelines including safeguarding.
- Keep abreast of latest developments and good practice in own professional areas.
- Promote and adhere to the organisation's equality, diversity, and inclusion approach.
- This job description is non exhaustive, and we reserve the right to amend and review as appropriate

Additional Information

You will be required to work flexibly to meet the support needs of residents and service users, which may include occasional evening or weekend work. On occasion, you may be asked to support individuals outside of your usual area of operation, depending on service needs.

Values

Our Values

- **Kindness** - Be generous, caring, and compassionate.
- **Courage** - Be bold, trust, commit.
- **Respect** - Everyone deserves dignity

Person Specification

Qualifications	Essential or Desirable
Good general education with the ability and willingness to work towards a professional qualification in housing or social care	Essential
CIH Level 3 or equivalent housing qualification	Desirable



Skills	Essential or Desirable
Proficient in Microsoft Office systems	Essential
Ability to write clear, concise reports and make informed recommendations	Essential
Computer literate, with the ability to input and access data using internal systems	Essential
Ability to deliver and support others in delivering training (e.g. tenancy readiness programmes)	Desirable
Strong communication skills and the ability to work effectively as part of a team	Essential
Self-motivated, with strong problem-solving skills and the ability to resolve issues proactively	Essential
Ability to manage competing demands and respond flexibly to changing priorities	Essential
Ability to maintain clear professional boundaries in all interactions	Essential

Experience	Essential or Desirable
Experience working within housing or support services	Desirable
Knowledge of the Decent Homes Standard and the Housing Health and Safety Rating System (HHSRS)	Desirable
Understanding of Choice-Based Lettings and housing allocation systems	Desirable
Awareness of local housing providers, departments, and relevant external agencies	Desirable
Knowledge of the range of housing options available to clients	Desirable



Awareness of housing management functions and issues (e.g. allocations, repairs, rent arrears, evictions, etc.)	Desirable
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