

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Tenancy Sustainment Coordinator		
<b>TEAM</b>	Tenancy Sustainment team	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1	<b>LAST UPDATED</b>	July 2025

### THE PURPOSE OF THIS ROLE IS TO

Be responsible for supporting vulnerable customers to sustain their tenancy by providing advice, support & assistance with their income, benefits, expenditure, property condition and access for services.

Work with customers to maximise their income, improve their home, and sustain their tenancy by providing practical help & sign-posting.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Triaging vulnerable customers to assess their tenancy support needs, provide assistance, financial support and sign-posting to other services; documenting and recording these outcomes.
2. Providing transitional support to customers claiming and migrating onto Universal Credit, until such a time that the customer is able to manage their claim with minimal intervention.
3. Providing information and guidance on benefits, budgeting, and make referrals to partner agencies as required and support customer to liaise with creditors to address any debts.
4. Working with vulnerable customers to address unsanitary conditions, hoarding or poorly kept homes by assessing, documenting, providing advice, assistance and support or tenancy enforcement.
5. Working closely with teams across the company to support the provision of our services to vulnerable customers, such as (but not limited to):
  - a. Income management - to help prevent customers falling into rent arrears and to assist customers in making payment arrangements;
  - b. Tenancy management – to address poor property condition, hoarding, unsanitary conditions;
  - c. Property services – to facilitate access for compliance servicing, property improvements, stock condition surveys;
  - d. Repairs services – to reduce missed appointments, permit access for repairs, address poor property condition, supporting the damp & mould service.

6. Signposting and supporting customer with applications for grants and financial relief where appropriate.
7. Building, developing and maintaining good working relationships with Cornwall Council, external agencies, Cornwall Fire & Rescue service, Job Centre Plus, Mental Health team, Police, social care so that the needs of our vulnerable customers are best served and addressed. Attending cases & networking events and meetings as necessary.
8. Making safeguarding or adult at risk (or similar) referrals as and when appropriate and attending follow up meetings as required.
9. Responding to vulnerable customers being supported by the team, to ensure that they have a point of contact for day to day concerns.
10. Carrying out home visits, office interviews, email & telephone support, to vulnerable or challenging customers, in line with our policies and procedures.
11. Work closely with the Community Investment Team to support customers seeking to gain employment, volunteering, engagement with Coastline or involvement in their community.
12. Providing a high-quality Tenancy Sustainment service to customers which is efficient and effective and in accordance with Coastlines corporate policies, procedures and strategies, seeking to continually improve the service to meet the needs of vulnerable customers.
13. Keeping comprehensive records of all communication and action taken on housing management IT systems, such as CX, CRM etc.
14. Keeping up to date with best practice across the social housing sector, maintaining knowledge of cost of living, welfare reform, housing management and tenancy support services.
15. Working towards a number of key performance indicators, working both individually and as part of a team to ensure performance is kept on target, kept accurate records, updated regularly.
16. Representing the company at any court hearing and liaising with solicitors to prepare for legal proceeding.
17. To carry out other duties from time to time, that are considered to be comparable with this role & function.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best

- Knowledge and experience of working within a social housing setting, or similar, holding an awareness of the needs of vulnerable customers and how they may require support.
- Experience and understanding of providing guidance and support on claiming benefits, universal credit or similar.
- Skills to provide a support service to vulnerable customers, which pays attention to their individual needs, is fair, non-biased, customer focussed, which enables and empowers the customer.
- Good written and verbal skills, to record work in a range of formats, and IT platforms, to ensure advice and support given and the outcomes achieved are recorded.
- Has a full driving licence and a satisfactory basic DBS check;
- Some experience in the following would be an advantage:
  - A recognised Housing qualification.
  - Educational qualification in housing or a related social policy topic.
  - Experience of working with universal credit claimants.
  - Providing a tenancy sustainment, or housing management service, or other support service to vulnerable customers;
  - Experience of using MS Dynamics CRM, or CX.

### General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

### REPORTING

This role reports to the Tenancy Sustainment & Lettings Manager.

## CONTACTS

### Internal

- Income Management Team, Customer Access Team, Tenancy Management Team, Community Investment Team, Leasehold and Service Charge Team, Lettings Team.
- Board members, all staff, Senior Leadership Team, Executive Team

### External

- Customers, by way of letters, visits, emails and telephone calls.
- Contact with Cornwall Council: revenues, benefits, social care, council tax & Fire & Rescue Service.
- Liaise with other agencies e.g. DWP, Citizens Advice, Shelter, Foodbanks, charities and other partner agencies.
- Represent the Company at meetings with partner agencies and the local authority.

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