

Tenancy Sustainment
Officer – fixed term until
August 2027

West of Scotland Housing
Association



Recruitment Pack





Read our
Recruitment charter on
[Recruitment Charter](#)

WELCOME

Thank you for your interest in West of Scotland Housing Association. This pack explains who we are, what we need from you and what you need to do to apply.

Our values shape how we act, our decisions and the services we provide. We want a staff team and Board that shares our values and puts customers at the centre of service delivery.

Our staff are at the heart of our business and we support them to be their best which is demonstrated with 84% of staff saying WSHA is a good place to work.

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief. We are particularly interested to hear from applicants with a disability, or from a black, asian or minority ethnic background.

Disabled applicants who meet the essential criteria will, where possible be granted an interview under the Disability Confident scheme.

We are committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

We look forward to receiving your application.





ABOUT US

Founded in 1965, West of Scotland Housing Association (WSHA) strives to be more than just a landlord. What sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to your needs as your lives change.

We provide around 4,500 homes across the West of Scotland and go further to provide housing you can call home. We have a wide range of homes to suit you at every stage of your life including tenemental flats, family homes, amenity properties and sheltered housing.

OUR VISION

We go further to provide housing you call home.

OUR MISSION

Our mission is to provide affordable and sustainable housing and services to enhance lives and empower communities in the west of Scotland. We will do this through engaging with our customers and partners, ensuring that every voice is heard and valued.



To ensure our values are reflected in everything we do, we have created a [Values Framework](#) which outlines the behaviours expected of our staff, managers and Board.



WORKING FOR US

Access to a personal health care plan for you and your family.
Access to staff shopping discounts and salary sacrifice staff tech and EV scheme

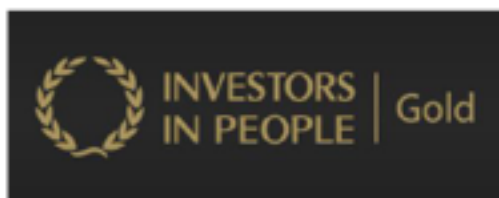
We are a member of Employers in Voluntary Housing (EVH)

Free access to a comprehensive Employee Support and Wellbeing Service

Generous holiday allowance of 40 days

Strong focus on staff health & wellbeing including free flu jabs and annual health checks.
Cycle to work Scheme and secure bike shed at office

Friendly, inclusive environment and with the flexibility of a hybrid model of working (mix of home and office) if the role allows





Pension:

We offer a SHAPS defined contribution scheme provision to all staff employed by West of Scotland Housing Association.

The employee can contribute a minimum of 3% to the scheme.

The employer will contribute twice the employee contribution to a maximum of 10%.

Our pension scheme contributions are based on a salary sacrifice arrangement whereby the employer gives 100% of NI savings to the employee.

In addition to the above, we also provide staff with Critical Illness cover and Life Cover x 3 salary.





ABOUT THE ROLE

- ★ Job Title: Tenancy Sustainment Officer – fixed term until August 2027
- 🏠 Department: Housing & Community Services
- 📍 Location: Glasgow
- 💖 Salary Scale: EVH Grade 7 £42,707 - £46,895 per annum

West of Scotland Housing Association are working in partnership with Yorkhill Housing Association on an exciting project on tenancy sustainability.

Funded through the Upstream Homelessness Prevention Fund. The £1 million Scottish Government fund, administered by SFHA and Homeless Network Scotland (HNS), builds on the learning and impact generated through the first phase of the Upstream Homelessness Prevention Fund and will support tenancy sustainment and homelessness prevention activity across the Glasgow local authority

We are looking for a new tenancy Sustainment Officer fixed term until August 2027, who shares our values and will use them to guide the way they work on a daily basis. You will be accountable to our Housing & Community Teams

You will have:

- Excellent interpersonal and engagement skills with a proven track record of being able to build strong relationships with internal and external stakeholders
- Experience of assessing tenants needs and supporting them to manage their tenancy effectively
- Experience of working with a range of external partners and agencies to deliver excellent housing services
- A methodical and flexible approach to organising and prioritising a varied workload





MAIN RESPONSIBILITIES

- Support vulnerable tenants experiencing issues such as mental health challenges, financial problems or social isolation to identify the support they need to sustain their tenancy and prevent homelessness
- Work with other teams within the Association to ensure efficient service delivery and identify vulnerable tenants in need of support
- Manage and Monitor referrals and agree actions with the Tenancy Sustainment Assistant
- Complete a comprehensive person-centred assessment and outcomes-based support plan for individuals at risk of or experiencing homelessness
- Identify support needs through visits, routine contact and referrals.
- Assess tenant needs, complete risk assessments and action plans, and maintain accurate records of the support and assistance provided
- Monitor support plans until agreed outcomes are met.
- Offer practical advice and assistance to customers on managing their home and tenancy
- Provide intensive Housing management support and assistance to tenants to help prevent the cycle of homelessness including advice on tenancy breaches, debt and wellbeing support needs
- Provide a comprehensive information and advice service for tenants
- Identify internal and external support available that will help reduce the risk of homelessness and support them to connect to local services and support organisations based on their individual needs
- Develop, maintain and manage WSHA's close working relationships with appropriate agencies including Social Work Services, HSCP, Homeless Casework Teams, domestic abuse services, voluntary organisations, and other specialist providers to access appropriate support/advice/assistance.
- Manage and review referrals to appropriate organisations and services to support good outcomes for tenants
- Maintain a directory of available support for tenants
- Make referrals to inhouse support teams for example adaptations, benefit take-up, debt & fuel advice, digital inclusion support, starter packs and upcycling
- Apply for appropriate grants for individuals to meet client needs
- Manage and review referrals to statutory agencies as appropriate such as Safeguarding, Occupational Therapy, Health and Social Work.
- Provide advocacy to ensure tenants access to appropriate health services, local authorities and other professional agencies in relation to tenancy sustainment and homelessness issues.
- Organise and attend case conferences to ensure multiagency support where required
- Support the administration and management of the Sustainment Budget
- Organise, produce and maintain accurate records for all relevant areas of work including co-ordinating, progressing and administration of follow up actions
- Maintain up to date records on Advice Pro Case Management System and produce monthly case studies
- Produce comprehensive monitoring reports for the Team Leader/Housing Services Manager
- Support internal and external audit and implement actions as required
- Take part in funder events and information sharing across the network of Housing Associations
- Promote the service through information, newsletters, social media and campaigns
- Keep up to date with legislation and participate in KPI reviews.
- Ensure data is managed to timescales and in accordance with the organisation's policy and GDPR requirements
- Ensure Lone working policy and procedures are followed
- Carry out any other reasonable tasks requested by line manager.

The list above is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time

PERSON SPECIFICATION

CRITERIA

Essential Criteria - Applicants are required to meet all essential criteria to be considered for shortlisting. Where an essential criterion is highlighted in bold, a higher weighted score will be given to applicant's attitude in that area.

Assessment Method -Applicants should note that the method of assessing individual applications is given in the assessment column (**Ass Method**) as follows:
AF – Application Form; I-Interview, P – Presentation, PSY – Psychometric testing

SKILLS and QUALITIES

Criteria	Assessment Method	E	D
Skills & Qualities			
Excellent interpersonal and engagement skills with a proven track record of being able to build strong relationships with internal and external stakeholders	AF/ I	*	
Ability to collate and analyse information, maintain written records and write reports	AF/ I	*	
Good IT skills including using Microsoft 365, MS Teams, Word, Excel and other software packages	AF/ I	*	
A methodical and flexible approach to organising and prioritising a varied workload	I	*	

EXPERIENCE and KNOWLEDGE

Experience & Knowledge	Assessment Method	E	D
Experience of assessing tenants needs and supporting them to manage their tenancy effectively	AF / I	*	
Knowledge and understanding of current housing legislation, policy and practices, including knowledge of the Scottish Social Housing Charter and the Scottish Housing Regulator's Performance Standards	AF/ I	*	
Experience of working with a range of external partners and agencies to deliver excellent housing services	AF/ I	*	
Experience of developing and implementing monitoring and evaluation frameworks to measure impact and outcomes	AF /I	*	
Knowledge and understanding of best practice in homelessness prevention	AF/ I		*
Experience of setting and managing a budget	AF/ I		*



PERSON SPECIFICATION CRITERIA

OTHER REQUIREMENTS

Other Requirements	Assessment Method	E	D
This post is subject to a satisfactory Disclosure Scotland Check - please confirm that you are willing to have a disclosure check completed.	AF	*	
Ability to work flexible hours when required (Evenings/Weekend) and be a responsible key holder responding to occasional out of hours call outs	AF/ I	*	
Have a full Driver's License, preferably access to your own vehicle	AF	*	

OUR VALUES

Demonstration of the Values	Assessment Method	E	D
Respect - Treats everyone with empathy and kindness	I	*	
Inclusive – Aims to meet individual needs and recognise diversity	I	*	
Integrity - Acts with integrity and honesty always	I	*	
Improvement- Aims to continuously improve what we do to benefit our customers, staff, and stakeholders	I	*	
Support - Supportive in your approach to customers, staff, and stakeholders	I	*	



APPLICATION PROCESS

For further details and to apply online visit
www.westscot.co.uk/about-us/recruitment/.

If you require an application in another format please email
vacancies@westscot.co.uk or phone 0141 550 5600.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. If you would like us to acknowledge receipt of your posted application, please enclose a stamped addressed envelope with your completed application form



You should complete all sections of the application form and you will need to demonstrate how you meet **all** the essential job requirements on the person specification to be considered for an interview. Applications being completed using ChatGPT or similar AI tools will generally not be accepted and where this is suspected the application may be removed on receipt, from the process. You should also note that curriculum vitae, cover letters and supplementary material will not be considered

The West of Scotland Housing Association does not provide visa sponsorship. All applicants must have the right to work in the UK to apply for positions. Any offer of employment will be conditional upon verifying documentary evidence of right to work in the UK before employment commences.

Applicants with a disability are welcome to contact us regarding any adjustments, you require to the process.

Completed applications must be returned by 12noon on Thursday 1st October with interviews being Monday 12th October



EQUAL OPPORTUNITIES

We value diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the equal opportunities form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will, where possible, offer interviews to applicants with a disability who we consider meet the essential criteria.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number or our email address, given in the advertisement initially.

If you are still dissatisfied, you can request and make a formal complaint using our Comments, Complaints and Compliments procedure or if an internal applicant, through our grievance process.



GUIDANCE NOTES ON COMPLETING THE APPLICATION FORM

*Please read these notes carefully -
they are to help you make the best of your application.*



- 1 Preferably, applications should be completed online and if in writing then should be completed in black ink.
- 2 Please do not send in your Curriculum Vitae.
- 3 The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form. You will need demonstrated how you meet the essential job requirements to be considered for the post.
- 4 The selection panel will not make assumptions about the nature of the work from a list of job titles. It is not enough to state that you meet the essential requirement; you must demonstrate how you meet it to the panel with examples. Life experience and skills, as well as work experience may be used. Interviews will be offered to candidates who are the best fit to the post as well as meeting all the essential criteria. Where essential criteria are highlighted in bold, more weighting will be given to candidates with these attributes.
- 5 If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
- 6 Candidates must declare on their application form if you are related to any members of staff, Board Member, consultants or contractors or suppliers of WSHA. This will not necessarily be detrimental to your application.
- 7 All personal details will be removed, and applications are anonymised for the short-listing process.
- 8 The equal opportunities monitoring information is kept separately and does not form part of the Selection process.
- 9 As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will offer interviews to applicants with a disability who we consider meet the essential criteria. However, in circumstances where we have a large number of applicants including a large number of applicants with a disability, interviews will be offered to those applicants with a disability that best meet the essential criteria.
- 10 We strive to be an inclusive organisation and we encourage candidates with disability to contact us if there are adjustments/assistance that we can provide to enable an application.
- 11 Please contact us if you require application information in a different format.
- 12 All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974, usually if invited for interview. Positions are subjected to the declaration is being completed.
- 13 Many of our positions are conditional on a Disclosure Scotland check being obtained.
Further information on applying for the correct level is provided to the successful candidate.
- 14 When sending your application as a word document, please ensure you add an electronic signature to confirm the application is true and complete.