**The Forward Trust Job Description**

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| **Position Title** | Vision Housing Tenancy Sustainment & Housing Broker | **Reports to** | Vision Housing Service Manager |

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| **Introducing Forward Trust** |

We are The Forward Trust, the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 30 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

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| **Role/Team Overview** |

Forward Trust’s Vision Housing service, supports people with complex needs—such as homelessness, offending histories, substance use and poor mental health—to secure and sustain stable homes in the private rented sector.

As a Tenancy Sustainment Housing Broker, you’ll play a vital dual role. You’ll work within a team of experienced housing brokers, sourcing appropriate PRS accommodation and negotiate tenancies on behalf of clients, while also providing wraparound tenancy sustainment support to reduce the risk of eviction and promote long-term independence.

**Key Responsibilities**

**Housing Brokerage**

* Source suitable private rented accommodation mainly across London & Surrey for clients with multiple needs.
* Build and maintain strong relationships with local authorities, landlords and letting agents.
* Promote Vision Housing’s wraparound offer to secure landlord buy-in
* Match clients to properties based on their risk, location needs, and support requirements.
* Assist with tenancy setup: viewings, documentation, deposits, incentives, moving in, and essential furnishings.

**Tenancy Sustainment Support**

* Provide one-to-one, trauma-informed support to help clients sustain their new homes both remotely and face to face.
* Deliver tailored advice on managing rent, bills, budgeting, and benefits.
* Conduct regular check-ins and visits to monitor wellbeing and housing stability.
* Support clients in navigating housing-related issues like neighbour disputes, arrears, or landlord concerns.
* Prevent evictions through early intervention, mediation, and proactive problem-solving.
* Support clients to engage in the wider community, making good use of time and being productive
* Support clients for up to 12 months post-placement or longer based on need.
* Be point of contact and support to our peer mentors and volunteers housing related issues.

**Multi-Agency Working**

* Work in partnership with probation, housing officers, drug & alcohol services, and mental health teams.
* Attend MAPPA, MARAC or housing panels as appropriate to ensure wraparound support is coordinated.
* Advocate for clients to access grants, safeguarding support, and other interventions where required.

**Reporting & Administration**

* Maintain accurate case notes and data on support provided and client outcomes.
* Monitor tenancy sustainment and identify trends in challenges or landlord needs.
* Ensure all activity complies with GDPR, safeguarding, lone working, and health & safety standards.

**What We’re Looking For**

* Experience supporting vulnerable people to access or maintain housing, ideally in the PRS.
* Knowledge of tenancy law, landlord-tenant relations, and common barriers to housing stability.
* Strong relationship-building skills – able to engage both clients and landlords effectively.
* Confident in lone working, managing a mobile caseload and making risk-informed decisions.
* Excellent communication, time management, and IT skills.
* Background in housing advice, lettings, probation, supported housing, or homelessness or support services.
* Familiarity with safeguarding frameworks and trauma-informed approaches.
* Experience working with clients affected by the justice system, substance misuse, or mental ill-health.
* Understanding of benefits, budgeting tools, and accessing hardship funds.

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| **Accountabilities** |

* You will assist the Vision Housing Service Manager to implement a comprehensive, robust strategy in line with the Forward Trust Business Plan.
* You will ensure that a holistic service is delivered safely to our clients in line with individual and team targets outlined by the Service Manager.
* You will be required to be familiar with Service Level Agreements with both internal and external stakeholders which will inform the working practices.
* Working closely with your colleagues you will discuss and share best practice and fully engage with risk assessment processes to deliver a high quality service safely.
* You will receive formal Line Management support on a quarterly basis however, the expectation is that you will have open dialogue with your Manager between sessions to clarify any points.

### **Strategy**

* Support the Service Manager and Head of Housing and Recovery to implement the vision housing strategy across the organisation.
* Build and maintain effective relationships in line with Service Level Agreements processes
* Actively engage with Team objectives to implement and achieve strategic objectives and KPI’s.
* Take an active role in the implementation and achievement of team objectives.
* Build strong relationships with, and make full use of the support offered by, Line Management and Head Office functions.
* Support the Vision Housing Service Manager to expand our access to properties and new landlords
* Meet the contractual outcomes and KPI’s of the contract – being responsible for own performance and own targets.

**Service Delivery**

* Maintain positive professional relationships with our landlords and agents who house our clients within the private rented sector
* Support the Resettlement Service manager to ensure SLA’s with external agencies and landlords/agents are abided too.
* Ensure properties provided meet health and safety and property standards and legal requirements through regular health and safety checks.
* Work in a positive and can do manner, selling our client group to landlords/local authorities and potential stakeholders
* Ensure all clients are registered to their local authority housing list, Ensure all clients get registered with a GP, Support clients to set up their utilities and negotiate costs and support client to take regular meter readings.
* Provide ongoing Tenancy Sustainment support to your client on a regular basis, by providing bi weekly phone contact and quarterly reviews, conducting health and wellbeing trackers, completing and updating risk assessments and setting new goals and objectives for clients.
* Liaise with other Forward Trust teams to support clients in areas such as Mental Health, Probation, Employment, Training and recovery support.
* Provide ongoing feedback of clients progress through regular review meetings, team meetings and service contract reviews, including data, case studies and reflective practice.
* Work closely with statutory and voluntary organisations in the community to expand knowledge of our services and network and provide quality partnership working
* Support clients to access benefits and update them in order to pay their rent to their landlord. Support clients to access and maintain council tax reduction and other funding and grants they are entitled too.
* Support clients in maximising their income but supporting around employment, training and completing benefit and budgeting calculators with them.
* Signpost clients to organisations that provide additional services including employment and substance misuse and ensure clients are supported in accessing and attending appointments with those organisations.
* Sign post clients to Forward Trust’s Forward Connect and Mentoring services
* Keep up to date with Employment, Mental Health, Recovery and Social Housing issues of relevance to Forward Trust.
* Actively promote and embody Forward Trust’s equality and diversity, health and safety, security, quality policies in all areas of the work.
* Contribute to a culture of continuous improvement by recommending new or improved ways of working to enhance the performance of the service.
* Ensuring loan working and Safeguarding Procedures are adhered to at all times.
* Achieve individual and team targets
* Deliver Tenancy sustainment training both in prison and community
* Conduct welfare checks where clients are non responsive to support and not engaging and also set up Tenancy at risk meetings with clients, their landlord and support network where their tenancies may be at risk due to Rent arrears, ASB and other issues.
* When required support clients to move to more appropriate or safe accommodation in conjunction with your line manager, team and other agencies linked to safeguarding such as DV, Gang related and other concerns.
* In addition to those duties, Forward Trust reserves the right to require you to undertake additional or other duties within your capacity as may from time to time be reasonably required and necessary to meet the needs of the service including property viewings, property checks, assessments and what ever is necessary for the business.

**Departmental Management**

* Work with the highest regard to safety and to minimise risk, taking responsibility for the welfare and safety of clients in line with the Safeguarding policy.
* Attend departmental meetings on a regular basis.
* In consultation with the Service Manager and the HR department, to take part in the coaching and training of new staff, ensuring that The Forward Trust’s commitment to equal opportunities is honoured at all times.
* Use staysafe lone working devises in line with personal safety and loan working policy

**Communication**

* Liaise appropriately with stakeholders at all levels when appropriate to ensure the safe and smooth running of services
* Working closely with your colleagues you will discuss and share best practice and fully engage with risk assessment processes to deliver a high quality service safely.
* Fully engage with open dialogue where learning is required within practice individually or as a service
* Communicate in a transparent manner at all times

**Performance Management and Personal Development**

* Meet targets and deadlines agreed with the line management and in accordance with work plans and departmental standards.
* Ensure the day-to-day effective running of the service
* Actively engage with regular Quarterly reviews to support your continued professional development.
* Fully engage with constructive feedback or development processes to ensure poor performance is managed effectively and appropriately.
* Review your performance against the strategy, ensuring that your individual and contractual targets are met.
* Keep up to date with changes in legislation and ensure that you refresh technical skills accordingly.

**Quality Assurance and Safety**

* Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
* Alert the Service Manager to any significant risks or problems arising in the course of managing and monitoring the services.
* Abide by all The Forward Trust’s policies and procedures and encourage others to do the same.
* Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Service Manager and (where appropriate) the Head of Governance, in accordance with The Forward Trust’s risk management protocols.
* Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
* Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.

**Administration**

* Keep all Case Management, databases, spreadsheets and documents up to date and accurate and managed in accordance with GDPR legislation.
* Ensure that notes are made in a timely and descriptive way for all contact with clients and that they are set out in the standard form; are legible, factually accurate and detailed so that they can be relied on and referred to by colleagues
* Keep your outlook calendar up to date so that service planning can be effectively managed.
* Produce regular reports as required and to departmental deadlines.

**Systems and Policy**

* Work towards Forward’s mission and values within current policies and good practice
* Ensure that joint working policies are implemented and agreed with all relevant departments

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| **Role Criteria** |

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| **Criteria Requirement** | |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** | |
| **A** | **Application** |
| **I** | **Interview** |
| **T** | **Test** |

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

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| **Knowledge, Skills and Experience** | | |
| Good knowledge of the Housing and Welfare Benefits system | E | A/I |
| Knowledge of sourcing and procurement properties in the private rented sector, gained within Local authority, sales and lettings industry etc | E | A/I |
| Understanding of landlord needs and legislation | E | A/I |
| Experience of working to KPI’s and targets and managing live caseloads | E | A/I |
| Experience of advocating for service users with complex needs and within homelessness, including ex offenders | E | A/I |
| Experience of providing advice services to clients on welfare benefits and housing/re-housing etc. | E | A/I |
| Experience of assessing adults in need of support around housing and social support and/or substance misuse | E | A/I |
| Experiencing of constructing support plans for clients with complex needs in need of housing support to support them in maintaining their tenancy | E | A/I |
| Working within Data Protection Act / GDPR guidelines | E | A/I |
| A thorough knowledge of the complex needs of clients who have experienced homelessness within the criminal justice system | E | A/I |
| Experience of working effectively with adults experiencing multiple disadvantages; unemployment, homelessness, mental ill health, substance use | E | A/I |
| A high standard of telephone skills and demonstrative ability to show sensitivity and tact in dealing with confidential matters | E | A/I |
| Good oral and written communication skills, including the ability to communicate professionally with a diverse range of clients and customers including those who may be vulnerable and/or displaying challenging behaviour | E | A/I |
| Ability to deal fairly, sensitively and pragmatically with people from all levels and from a diverse range of background, including people who may be vulnerable | E | A/I |
| Self-starter and team player. | E | A/I |
| Excellent attention to detail. | E | A/I |
| Strong skills in IT and communication | E | A/I |
| Proven experience in a resettlement environment | E | A/I |
| Excellent understanding of the challenges caused by homelessness | E | A/I |
| Good understanding of the benefits system, universal credit, local authorities and the Homeless Reduction Act and experience of advocating for service users/clients with complex needs and within homelessness | E | A/I |
| Excellent case management skills | E | A/I |
| Tenancy Sustainment training experience | E | A/I |
| Demonstrable experience of developing and maintaining partnerships | E | A/I |
| Experience in administrating, collecting and analysing data | E | A/I |
| Excellent written and verbal communication skills | E | A/I |
| Good understanding of lettings procedures and health and safety requirements, relating to decent homes and property standards. | D | A/I |
| Understanding of HMO legislation and guidelines and knowledge of sourcing and procurement of properties | D | A/I |
| Prison clearance | D | A/I |
| Teaching, coaching or training qualification | D | A/I |
| **Personal Attributes** |  |  |
| **Proactivity** – Quick thinking with a high level use of initiative | E | A/I |
| **Resilience** – Solves problems, takes learning on board from mistakes to aid personal and professional growth | E | A/I |
| **Adaptability** – Can work in fast-paced changing environments | E | A/I |
| **Confidence** – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely | E | A/I |
| **Team Work** – Works in harmony with colleagues to deliver results | E | A/I |
| **Open to Feedback** - Open to constructive feedback in order to further develop | E | A/I |
| **Innovative –** Continually searching for better ways of working | E | A/I |
| **Qualification** |  |  |
| Level 3 or above Certificate (or ability to be working towards) in Housing Practice (QCF) or CIH Certificate in housing services Level 3 or above or Diploma in housing practice level 4 | D | A/I |
| Possession of (or ability to be working towards) a recognised qualification on Information, advice and guidance, minimum Diploma Level 3, or similar/equivalent. | D | A/I |

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| **Forward’s Mission and Values** |

**Our vision**:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

**Our mission**:

Is to bring lasting change to people’s lives, away from addiction and/or crime by delivering services that inspire the belief in a better life, and provide clear steps to achieve this change- bringing benefits to our service users, their families and communities.

**Our values**:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

**Empowering:** We pride ourselves on treating others with care, respect and dignity, whether our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build the trust and courage to be the best they can be.   
 **Collaborative:** We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.   
  
**Expert:** We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.   
  
**Courageous:** We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it’s needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.   
  
**Innovative:** We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and cost effective ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.

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| **Competencies** |

**Self-Awareness/Management:** Sets, maintains and reflects on appropriate professional/personal boundaries within the workplace. Has the self-awareness to state accurately her/his personal responsibility and skill level.

**Relationship Building:** Builds strong, professional and positive relationships with all. Establishes a reputation for modelling trust and collaboration across Forward.

**Effective Communication:** Provides timely and high quality information to the appropriate people. Delivers open and clear expression of ideas and opinions, both face-to-face and through written medium. Listens effectively and responds appropriately with others.

**Honesty and Integrity:** Interacts with others in a way that simulates trust and confidence; employs a set of behaviours based on a strong sense of fairness and discretion, honouring confidentiality and always acting in a manner consistent with the values of Forward.

**Open to Change:** Accepts that change will always be a feature of Forward: responds positively to new developments and adapts successfully to evolving circumstances and events.

**Positive Attitude:** Bases behaviour on a positive set of beliefs, demonstrating a “can do” mentality that seeks solutions and answers to situations; valued by others for her/his affirming and helpful working style.

**Commitment and Accountability:** Answerable for her/his own personal actions; understands the link between her/his own responsibilities and activities, as well as the broader organisational goals of Forward. Rises above personal circumstances and implements a plan of action when confronted by issues or problems.

**Creativity and Innovation:** Generates ideas about, and forms approaches to, the work s/he undertakes. Open-minded and considers how s/he can constantly refresh the way in which s/he carries out duties for Forward.