

Support for Sovereign residents including Employment and Training. To access the services, please call 0300 5000 926.

Employment and Training Officers

Our offer

We have a dedicated team of employment officers who coach residents to achieve their work goals – whether that's securing a job or getting a better paid job

- We do this face to face, in your home or community
- We help residents become job or promotion ready
- We help residents understand Universal Credit and what you need to do
- We can advocate for residents with employers and job centres

Specialist support

Everyone's situation is different and we can help personal challenges. Such as:

- Childcare
- Apprenticeships
- Work Experience
- Disclosing criminal records
- Working after redundancy
- Working with health conditions or disabilities

Tenancy Support Advisors

Our Tenancy Support Service helps residents manage the challenges of welfare reform and wider financial problems. Colleagues and external agencies can refer residents to the service.

What can they do?

Our tenancy support advisors can help create an action plan which meets residents' needs and helps improve their financial situation.

If they're claiming Universal Credit for the first time and need help, TSAs can help with:

- using the internet to make a claim
- setting up an email
- liaising with the DWP
- understanding how Universal Credit works and what the DWP will expect of them
- how to set up a bank account

They can also:

- advise residents on what benefits they're entitled to, how to claim them and what to do if they're having problems
- provide information and advice on budgeting and how to maximise income
- give residents information or refer them to a free debt and money advice specialist, including local providers such as Citizens Advice
- refer residents to our Employment and Training team