**JOB DESCRIPTION**

**Sheltered Housing Coordinator**

Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothian’s’ and Fife.

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA’s continued strong financial performance provides the platform on which we will invest in homes that are fit for the future as well as developing and improving our customer services. Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver.

At VHA, people matter, not just our tenants but our staff. This is an exciting time in the organisation as we work together to shape and develop more customer-focussed services. We are committed to our customers, staff and our communities. These values inform our plans and decisions and underpin the delivery of our strategic objectives.

Working at VHA means working for an employer where people matter. It is important for our staff to be enthusiastic, genuinely caring and willing to learn.

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| **Job Purpose** |
| Reporting directly to your locality Senior Sheltered Housing Coordinator, you will be responsible for providing an efficient and effective front-line service, delivering high quality housing management services to VHA’s tenants within our sheltered and retirement housing. You will deliver excellent performance results that meet the strategic objectives of VHA within a culture that demands high level tenant engagement, therefore you will be visible and well known within the communities in which you work. You will deliver high quality, responsive and engaging services offering personalised solutions for our tenants which will include active engagement within the communities in which you work. You will adopt and promote solution focused approaches that inspire the creation of personal objectives that promote independence, well-being and community engagement for our tenants. You will proactively oversee the safety and security of buildings, responding calmly to emergencies. You will be naturally customer focussed and have a 'can do' attitude to ensure that our customers’ experience of services remain positive. You will understand the importance of working with our partner agencies to achieve great outcomes for the organisation and our tenants.You will work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do. |

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| **Key Responsibilities** |
| * Delivery of high quality customer focused housing management services which meets our commitments as detailed within our policies and procedures.
* Delivery of effective and efficient customer-focused housing services that meet our customers’ needs and continually meet our legal obligations, regulatory requirements as well as individual, departmental and organisational objectives.
* Demonstrate and support a culture where VHA’s desired behaviours, attitudes, integrity and its unique personality are communicated to, and reflected in, the corresponding everyday work, actions and attitudes of the team and the wider organisation.
* Act as a positive role model within your department and wider organisation; taking advantage of all opportunities to support the development of colleagues.
* Provide information and advice relating to the use of facilities within our complexes and signpost to local services and organisations as required to provide a holistic service to our tenants.
* Welcome prospective and new tenants which includes assisting in the settling-in process for new tenants and assisting tenants, relatives and others at the end of their tenancy.
* Respond to all general emergencies, linking in with tenants, next of kin, and all relevant parties, ensuring any required follow-up actions are recorded, scheduled and actioned appropriately.
* Monitor, inspect and test the safety and security of buildings and all security and emergency systems to ensure compliance with VHA policy and procedures and Health & Safety regulations and legislation, maintaining a record of all inspections and tests undertaken.
* Maintain a record of building inspections and reported repairs, improvements or replacements; recording the progress of these and timeframes through to completion, escalating any concerns to your Senior in a timely manner.
* Assist tenants in the reporting of household repairs, adopting an approach that promotes independence wherever possible but stepping up when necessary to achieve the best outcome for tenants.
* Work in partnership with housing colleagues, the assets department and contractors in the event of routine, planned and emergency repairs and updating records in a timely manner.
* Resolve and record low level complaints received in line with VHA policy and procedures, escalating these immediately if they are not resolved straight away.
* Be responsible for the delivery of excellent standards of infection prevention and controls in your area of work, in line with VHA Policies and Procedures.
* Maintain accurate and complete financial records including credit card expenditure, rent payments, guest room income in line with VHA policies and procedures.
* Play a key role in ensuring the outcomes of the Viewpoint Customer Charter and the Scottish Social Housing Charter are met for our tenants.
* Promote and support the inclusion of tenant participation, welfare rights and digital engagement opportunities for tenants.
* Ensure Viewpoint services are continually improved and the use of external services to support the Health, well-being and active engagement of our tenants are accessed.
* Assist in the implementation of the Tenant Participation Strategy by promoting and when required participating in tenant meetings, tenant consultation exercises and in any other areas considered appropriate.
* Working closely with colleagues, you will contribute to the achievement of delivering services within set budgets. This includes liaison with tenants and Housing Officers to agree the usage of common area budgets.
* Play a leading role in encouraging the development of and participation of tenants in social communal activities, this includes promoting the formation and ongoing support of Tenants Social Groups and activities based on the interests of your tenants that support independence, health and wellbeing.
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| **Additional Responsibilities**  |
| Within organisational policies and delegated authority be responsible for:* The appropriate use of systems, data and processes, ensuring that the use of systems are maximised and utilised fully. This includes, timeous updating of information and developing skills to support the usage of systems and processes across your functions and with tenants.
* Compliance with all relevant policies and procedures.
* Providing and supporting consistency in the delivery of services to all of our tenants.
* Contributing to the management of risks as they relate to the team objectives and your areas of responsibility.
* Engagement in regular and constructive meetings and supervision with your line manager.
* Promoting and supporting the inclusion of tenant participation, welfare rights and digital engagement opportunities for tenants.
* Supporting active engagement with tenants and the communities in which we work with particular focus on services which support tenancy sustainment, health, wellbeing, digital inclusion and activities that promote social engagement.
* Acting as a digital champion for tenants, promoting engagement with online services, interactions and assistive technologies.
* Advocating for and liaise on tenants’ behalf with statutory and other agencies where this is appropriate to tenants’ needs.
* Adopting and promoting solution focused approaches with the ability to break down outcomes into manageable steps.
* Undertaking organisational training as required, including health and safety, GDPR compliance, safeguarding for yourself and your teams, as well as adult support and protection.
* Providing additional cover within the team as requested when necessary, including the cleaning and preparation of guest rooms should the routine cleaner not be available.
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| **Behaviours**  |
| * Be a role model for staff and stakeholders that will support our organisational aims and outcomes.
* Adopt a flexible style with the ability to challenge as appropriate and able to give and receive constructive feedback.
* Embed a culture within your areas of responsibility that upholds the values of the organisation.
* Provide clear, authoritative and impartial advice and interpretation of complex situations.
* Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.
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| **VHA Values**  |
| * Inspire with positive smiles and words
* Say ‘yes I can and I will’
* Celebrate age, experience and wisdom
* Do according to our customers’ wishes and ambitions
* Treat people (everyone is a VIP) as we would a “loved one”
* Work hard, have fun and laugh
* Stay courageous, creative and ahead of the game
* Work with those that share our values
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**PERSON SPECIFICATION**

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| 1. | Qualifications | D/E | Evidenced |
|  | Minimum CIH or SVQ level 2 or relevant qualifications  | D |  |
|  | Educated to level 6 or above on the Scottish Credit and Qualification Framework (National certificate) or Minimum 2 years relevant experience in an equivalent role. | E |  |
|  | Evidence of continuing professional development | E |  |
| 2. | Skills / Abilities |  |  |
|  | Excellent verbal, written and presentation communication skills | E |  |
|  | The ability to work effectively with a range of stakeholders and convey complex information simply and clearly | E |  |
|  | Excellent office / ICT skills in relevant software | E |  |
|  | Strong organisational and administrative skills, ability to plan prioritise | D |  |
|  | Self-directed, results driven and able to multi-task in a fast-paced, environment with continued attention to detail | E |  |
|  | Ability to build relationships and create successful working opportunities | E |  |
|  | Ability to deliver excellent levels of customer service at all times | E |  |
|  | Ability to build confidence and motivate and improve performance and foster a supportive culture  | E |  |
|  | Demonstrate effective digital approaches to all areas of your work | E |  |
|  | Ability to respond to crisis situations in a practical manner | E |  |
|  | Ability to demonstrate a sound understanding of housing management and customer care practices. | D |  |
| 3. | Experience |  |  |
|  | Experience of providing person centred services in a community setting or other relevant environment which includes building and sustaining positive working relationships. | E |  |
|  | Experience of working with people with a diverse range of needs. | E |  |
|  | Knowledge and understanding of difficulties experienced by older people | D |  |
|  | An awareness of current Health and Safety requirements and able to take responsibility for your own safety and the safety of other members of staff | D |  |
|  | Experience of working in the not for profit / charity sector | D |  |
| 4. | Knowledge |  |  |
|  | Good working knowledge of support services and ability to sign post tenants to appropriate support services | D |  |
|  | Good knowledge of community services and local amenities that will support tenant independence, engagement, health and wellbeing. | D |  |
|  | Knowledge of GDPR and data protection legislation and guidelines | D |  |
|  | Good knowledge of systems / equipment relevant to role | E |  |
| 5. | Behaviours |  |  |
|  | Highly self-motivated with effective leadership style and a self-managing “can do” attitude | E |  |
|  | Determination and willingness to take on new challenges and responsibilities | E |  |
|  | Willing to challenge stereotyping, prejudice, discrimination and bias | E |  |
|  | Strong approach to performance management with the ability to define and measure outcomes of success | E |  |
|  | Strategic thinker, able to deliver a vision of the future organisation  | E |  |
|  | Willing to be flexible in working hours and able to travel as required | E |  |