

JOB DESCRIPTION

JOB TITLE:	Supported Housing Coordinator
DEPARTMENT:	Housing and Property Services
RESPONSIBLE TO:	Housing Support Team Leader
STAFFING RESPONSIBILITY:	Cleaning staff
MAIN DUTIES:	The provision of efficient and effective housing and support services in accordance with Association policies, practice and quality standards.

Main Duties and Responsibilities:

1 Housing Management

- 1.1 Provide advice and assistance to tenants, their relatives, and others regarding the Association's housing services
- 1.2 Undertake routine housing management duties e.g. assist tenants with HB/Council Tax forms, welfare benefit forms, and general advice on housing matters.
- 1.3 Provide information and advice relating to use of facilities within the complex and availability of local services and organisations.
- 1.4 Assess the support needs of potential new tenants and undertake accompanied viewing including general marketing of vacant properties and communal facilities within complexes.
- 1.5 Welcome prospective and new tenants including, assisting in the settling-in process for new tenants and assisting tenants, relatives and others at the end of their tenancy.

2 Repair and Maintenance

- 2.1 Conduct regular checks and tests of all security, emergency and alarm support systems to ensure compliance with Health & Safety legislative requirements as well as the Associations policy and procedures requirements e.g. checking equipment (pull cords etc), general common area/estate management inspections.
- 2.2 Notify and record repair complaints and monitor to ensure appropriate response timescale.
- 2.3 Report regularly to Maintenance staff on conditions of building structure, fabric, machinery, and utilities.
- 2.4 Coordinate with contractors including summoning them in the event of emergency breakdown to e.g. lifts, boilers, power utilities, communal facilities, recording services provided and work done at all times.

3 Housing Support Services

- 3.1 Develop Housing Support Plans (part 2), plan and carry out annual reviews and all other necessary reviews with individual tenants.
- 3.2 Advocate for and liaise on tenants' behalf with statutory and other agencies where this is appropriate to tenants' needs.
- 3.3 Provide support and advice to tenants to enable them to maintain their tenancies.
- 3.4 Manage and co-ordinate outside agencies coming into the complex to provide support to tenants.
- 3.5 Respond to tenants' emergency alarm calls during working hours. Coordinate with tenants and next of kin and others where necessary and undertake any necessary follow-up action.

4 Communal Facilities

- 4.1 Encourage tenants to establish social communal activities including developing their own Tenants Social Group to manage social events
- 4.2 Support tenants and their relatives/friends to develop communal activities by promoting effective and efficient use of communal facilities

5 General Duties

- 5.1 Supervise complex based staff.
- 5.2 Ensure that effective security of the complex and grounds is achieved and maintained
- 5.3 Ensure effective management of cleaning staff/contractors, so that the complex achieves and maintains agreed Association standards.
- 5.4 Maintain accurate and effective administrative records including petty cash administration, records for guest room income etc.
- 5.5 Provide and distribute information to tenants and others e.g. Community Alarm data including regular updates, tenant surveys
- 5.6 Assist with the implementation of the Tenant Participation Strategy by participating in tenant meetings, tenant consultation exercises and in any other areas considered appropriate.
- 5.7 Assist colleagues by sharing knowledge and experiences as required, keeping in mind the need for confidentiality including attendance and contribution to staff meetings e.g. Staff Network and Forum meetings and general liaison/support with Housing Services colleagues.
- 5.8 Provide input to and participate in budget planning for the complex.
- 5.9 Such other responsibilities delegated from time to time by the Director of Housing Services in accordance with the ongoing requirements of service provision.

General

- To undertake ongoing training and professional development, as appropriate, to maintain high standards in the quality of work, as outlined in the Job Description. This includes participation in the annual appraisal review.
- To undertake any other duties within the scope of this job description, at your normal place of work or at any other of the Associations establishments.

PERSON SPECIFICATION

CRITERION	ESSENTIAL	DESIRABLE
Qualification/Professional Membership		
▪ SVQ level 2 or relevant qualifications	✓	
▪ Be able to register with the SSSC	✓	
Experience/Knowledge		
▪ Experience of providing support in a community setting or other relevant environment.	✓	
▪ Good working knowledge of support services/community care	✓	
▪ Experience of working with people with a diverse range of needs.		✓
▪ Knowledge and understanding of difficulties experienced by older people	✓	
▪ Record keeping	✓	
Skills		
▪ A positive approach towards the provision of Housing and Support Services	✓	
▪ Supervisory skills including capability to develop good working relationships with own staff, other staff in the Association, outside agencies and tenants		✓
▪ Be able to demonstrate a good understanding of housing and support practices.	✓	
▪ Be able to demonstrate a commitment to maintaining and improving high standards of customer service	✓	
▪ Demonstrate a high degree of accountability and decision making	✓	
▪ Excellent communication skills.	✓	
▪ Able to respond to crisis situations in a practical manner	✓	
▪ Basic IT skills	✓	
▪ Accuracy and care in record keeping	✓	
Others e.g. drivers licence, out of hours		
• Must have a flexible approach and the ability to be involved in social activities within the complex.	✓	
• Understanding and willingness to adhere to the spirit and requirements of the Association's Equality & Diversity Policy.	✓	
• An awareness of current Health and Safety Policy, take responsibility for their own safety and the safety of other members of staff and others who may be affected by their acts or omissions at work.	✓	
• Maintain a current driving license		✓

Print Name: _____

Signature: _____

Date: _____