



POST:
Retirement Housing Coordinator

LOCATION:
Development Based

PURPOSE OF JOB

To manage a retirement housing development which ensures that tenants and their visitors can enjoy a safe, secure and comfortable environment.

To ensure that the building is safe for everyone who uses it, taking appropriate action as detailed in the relevant policies & procedures.

To ensure that all fire, safety and alarm equipment are checked and tested (in accordance with procedural guidance) and to ensure tenants are aware of the use and importance of such equipment.

To assist and encourage tenants to lead as independent lives as possible.

MAIN DUTIES & ACTIVITIES

Property

To liaise closely with Property Services staff, contractors and consultants to ensure the provision of a safe and well maintained environment for everyone who uses it.

To report repairs to the repairs team and to take any other appropriate action in the event of failure of services. To inform the Property Officer and Service Manager as soon as practicable.

To promptly progress all appropriate repair requests from tenants.

To test all service systems as specified in procedural and other guidance documents.

To record services provided and work done by contractors as directed.

To liaise with Property Services staff and statutory services as necessary when arranging for residents adaptations.

To carry out void inspections and assist in minimising the period when properties are empty.

To supervise the maintenance and upkeep of any garden ground in accordance with arrangements made by Property Services staff.



To be responsible for Health & Safety issues relating to the building and to liaise promptly with Trust staff when issues and/or defects arise.

Security

To encourage proper use of door entry and other access control systems.

To provide advice to tenants on all aspects of home & building security.

To report to police any incidents of attempted break-ins or malicious damage.
Customer Services

To maintain a positive and high profile on the development at all times during duty hours.

To offer advice and assistance to tenants regarding any issues related to their Tenancy Agreement

To provide advice and guidance to tenants in the safe and appropriate use of heating, laundry and other equipment.

To manage, with assistance from your line manager where necessary, tenancy issues relating to the use of the building and communal facilities as well as neighbour related issues.

To answer emergency calls whilst on duty and to arrange assistance as appropriate. Where appropriate follow Load Management procedures.

To make regular contact with tenants and to prioritise visits to those who are frail or indisposed, all in accordance with the Retirement Housing Co-ordinator's procedure manual.

To manage the use of communal facilities such as laundry, lounge, guest room(s) etc

To provide assistance and advice to tenants when claiming housing benefit and other benefits and in making rent payment arrangements.

To offer such other assistance and guidance to tenants and, if appropriate, their families as may be required, including contact with the Association's Customer Services department.

To establish close liaison and good working relationships with Home Care, GPs, Community Nursing and other key statutory agencies. To guide and assist tenants in accessing such services. To make referrals in relation to tenants' individual needs, to have their care and/or support needs assessed when appropriate.



To assist in the promotion of the development within the local community and to assist colleagues within Customer Services with the marketing of both development and Trust services.

To carry out accompanied viewings with prospective new tenants

To assist new tenants to settle in, in accordance with the new tenants' checklist.

To promote the use of communal facilities, support social activities for the tenants within the development and to generally foster good relationships and community spirit among the tenants. To assist in the preparation of and setting up for social activities.

To encourage and support the formation of Registered Tenant Organisations (RTOs) and work with existing RTOs to maintain their active involvement with the Association and other RTOs.

To promote, support and deliver strategies and activities aimed at the prevention of social isolation in conjunction with tenants and other agencies including the Voluntary Sector.

To arrange Stand-in cover for the development in accordance with the following principles:-

The development should not normally be without Retirement Housing Co-ordinator, Stand-in or Mobile cover for more than two consecutive days (any exceptions should wherever possible be agreed in advance with the Service Manager).

To assist tenants with rent account matters where required, if specifically requested to do so by the tenant, the Rent Team and/or Service Manager in individual situations.

Administration

Where applicable, to arrange bookings and collect the charges for use of the guest rooms and lounge. To record and process these as specified in the relevant policies & procedures.

To keep a detailed diary of events/issues occurring at the development, excluding personal data.

To complete variation and additional hours documents and annual leave requests for all staff in the development by the specified date every month.

To maintain appropriate property, tenant and financial records in accordance with the Association's policies & procedures.



To be responsible for the management of other members of staff within the development, including induction of new staff, regular training/familiarisation of stand-in co-ordinators and cleaners as well as supervision and support of staff, including annual appraisals.

Where applicable, to arrange and supervise the cleaning of communal areas which may include undertaking occasional cleaning tasks in the absence of other staff.

To maintain and update the development continuity plan (DCP) in respect of development & local information

To contribute to the compilation and implementation of development risk assessments

To gather appropriate evidence in relation to Tenant Participation and to maintain this evidence in accordance with the Tenant Participation Strategy

To undertake the signing up of new tenants and complete all necessary paperwork.

To assist the Service Manager and Property Officer with preparations for the Annual Development Meeting.

General

To undertake other duties described in the Retirement Housing Co-ordinator's procedure manual, or of a similar nature which may be required from time to time which contribute to meeting the objectives of the post, as directed by the Service Manager.

To undertake training and attend meetings as identified and agreed with your line manager/senior staff.

To attend regular support and supervision sessions and annual appraisal arranged by the Service Manager.

EQUALITY, DIVERSITY AND INCLUSION (EDI)

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet



- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

REPORTING ARRANGEMENTS

The post holder reports to the Customer Experience Partner who will agree through regular one to one meetings the relative priority to be given to the above tasks.

The post holder will, however, be responsible for organising and prioritising their own workload on a day to day basis and will be self motivated.

PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Effective communication skills to be able to liaise and negotiate with colleagues, applicants, tenants/prospective tenants and their families and professionals from other agencies.	✓	
Effective written and verbal communication skills; basic numeracy skills.	✓	
The ability to use a computer in a windows environment, in particular Microsoft outlook, word and excel.	✓	
Ability to support and motivate colleagues	✓	
Ability to handle pressures of conflicting priorities	✓	
Effective negotiation skills	✓	
Ability to empathise	✓	
Well developed listening skills	✓	
Education, Qualifications, Training & Development	Essential	Desirable
Academic qualifications are not essential however; the post holder must be able to communicate verbally and in writing in a clear and accurate manner.	✓	
SVQ Level 2– Health & Social Care or related field		✓
Willingness to undertake appropriate training for the post.	✓	
Other factors and attributes	Essential	Desirable
Satisfactory references and PVG Application	✓	



INVESTORS
IN PEOPLE

Gold



Experience of and empathy with issues affecting older people, customers in general.	✓	
A minimum of two years experience in a related customer facing role	✓	
Basic building maintenance	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	

Signed _____ Dated _____

Print Name _____

