

# Job Description



**POST:**  
**Supported Housing Coordinator**

**LOCATION:**  
**Development Based**

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## **PURPOSE OF JOB**

To be responsible for the delivery of housing support and landlord services in a Supported Housing project by ensuring that service users can maintain independent living in accordance with the principles of the National Care Standards.

To manage a team of Supported Housing Workers, Domestic, Bank and Catering staff (where applicable).

## **MAIN DUTIES & ACTIVITIES**

1. Provide, maintain and supervise a high standard of housing support and housing management to our service users in line with the Association's policies and procedures.
2. To assess, review and supervise service users' support needs and ensure that agreed support detailed in the service users' personal plans and service agreement is provided in a way that maximises service users' independence, choice and rights.
3. To report any maintenance issues to the repairs team, follow them up and keep service users advised on progress where appropriate.
4. To take appropriate action to minimise risk for service users, staff and visitors by taking appropriate steps to ensure safety, cleanliness and maintenance of the building. This would involve advising service users and others on security matters, reporting maintenance problems and testing equipment such as fire alarms and warden call systems as per procedure manual.
5. To answer and respond appropriately to both fire alarm calls and warden call alarms. This would require offering practical help and advice and if required to summon third party assistance such as emergency services/GPs and/or other appropriate agencies.
6. To ensure that service users' confidentiality is respected at all times and report accordingly any concerns in accordance with the organisation's Policies and Procedures.
7. The Supported Housing Co-ordinator is responsible for organising and the preparation of simple daily meals (taking into consideration any special dietary

requirements), serve meals and cleaning the dining and the kitchen areas in accordance with the development's Food Safety risk analysis (HACCP).

Where Cooks are in post the role of the Supported Housing Co-ordinator within the catering remit is limited to assisting in serving meals and cleaning of dining area.

8. To manage and supervise the work of development staff, including tenants' records, personal plans, risk assessments, petty cash, variation sheets, absence returns, incident/accidents, complaints, property related matters, development diary, regular service users' arranged visits, new service users' inductions and communicate effectively with colleagues and any external agencies i.e. CPN, Social Work, GPs, Advocacy, etc.
9. To establish rotas and suitable shift patterns and ensuring that cover is provided for all shifts in agreement with the Service Manager. To be involved in the recruitment process of development staff. To manage all aspects of staff supervision and personal development.
10. To liaise with the Customer Experience Partner regarding any Adult Support & Protection concerns and record/follow up appropriately.
11. To co-ordinate and attend development activities. In addition the post holder should encourage general tenants' participation and provide administrative support to current Registered Tenant Organisations as and when required.
12. To undergo relevant training, attend team meetings, one to one support sessions and annual appraisals.

Any other duties required by the Association relating to housing and landlord support to tenants.

## **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 Supported Housing Co-ordinator reports to the Customer Experience Partner, who will agree, through regular support meetings the relevant priority to be given to the above tasks. The Support Housing Co-ordinator will, however, be responsible for organising and prioritising work on a day-to-day basis.

## PERSON PROFILE AND SPECIFICATION

<b>Skills &amp; Abilities</b>	<b>Essential</b>	<b>Desirable</b>
Effective communication skills to liaise and negotiate with internal colleagues, service users, prospective tenants and external agencies.	✓	
Professional and effective written and numeracy	✓	
Ability to use a computer in a windows environment, in particular Microsoft outlook and word.	✓	
Ability to supervise a staff team but also work alone	✓	
Ability to prepare basic nutritional meals for up to 12 people.	✓	
Ability to appropriately address conflicting priorities and deal with pressured situations.	✓	
<b>Education, Qualifications, Training &amp; Development</b>	<b>Essential</b>	<b>Desirable</b>
SVQ Level 3 in Social Care or willingness to undertake appropriate study to achieve this.	✓	
Willingness to undertake all other training for the post.	✓	
<b>Other factors and attributes</b>	<b>Essential</b>	<b>Desirable</b>
Previous relevant experience in a related customer facing role.	✓	
Experience of and empathy with issues affecting older people.	✓	
Basic knowledge of building maintenance	✓	
Commitment to continuous improvement	✓	
A flexible approach to proving staff cover	✓	
Ability to work a shift pattern including sleepovers.	✓	
<b>Equal Opportunities</b>	<b>Essential</b>	<b>Desirable</b>
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.	✓	