trust

Affordable homes.
Exceptional care.

Job Description

POST:
Sheltered Housing Coordinator

LOCATION:
Development Based

PURPOSE OF JOB

To ensure the delivery of housing support and landlord services to tenants.

MAIN DUTIES & ACTIVITIES

Provide and maintain a high standard of support and housing management service to our tenants in line with Trust policies and procedures.

Assess and review tenants' support needs and ensure that agreed support detailed in their personal plan and service agreement is provided in a way that maximises independence, choice and rights.

Coordinate all development activities and assist tenants to development and maintain a Registered Tenant Organisation.

Take action to minimise risk for tenants, staff and visitors by taking appropriate steps to ensure safety, cleanliness and maintenance of the building.

Respond appropriately to both fire alarm calls and warden call alarms.

Respect the rights, confidentiality and independence of tenants'.

Carry out appropriate administrative tasks related to the post.

Responsible for the support and supervision of other members of staff within the development.

Where required, provide an on call service between midnight and 8am
Monday to Thursday inclusive.

Undergo relevant training; conduct/attend team meetings and one to one support sessions.

When required carry out home visit assessments for applicants who have applied for housing with the Association.

Carry out void property inspections.

Report maintenance issues promptly to the Repairs Team and to ensure reported maintenance issues are responded to and tenants are kept informed of progress, where appropriate.

Any other reasonable duties required by the Association.

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 Service Manager, Housing and Support 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.

PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Effective communication and interpersonal skills	✓	
Ability to liaise and negotiate with internal/external colleagues, residents and applicants.	✓	
Effective written and verbal presentation skills; basic numeracy skills	✓	
Ability to support and motivate colleagues	✓	
Ability to use a computer in a windows environment, in particular Microsoft outlook and word.	✓	
Education, Qualifications, Training & Development	**Essential**	**Desirable**
SVQ Level 3 in social care or willingness to undertake	✓	
Willingness to undertake all other appropriate training for the post.	✓	
Other factors and attributes	**Essential**	**Desirable**
Experience of and empathy with issues affecting older people.	✓	
Basic property maintenance awareness		✓
Previous relevant experience in a related customer facing role.	✓	
Commitment to continuous improvement	✓	
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.	✓	