

## **Job Description**

# **Sheltered Scheme Coordinator**

*Final*

*Date: 01/09/17*

**POST:** Sheltered Scheme Coordinator  
**SERVICE:** Housing Landlord Services  
**SECTION:** Sheltered Housing  
**BAND:** 4  
**REPORTS TO:** Supported Housing Officer  
**RESPONSIBLE FOR:** N/A  
**TYPE:** 1) Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

\*Please note that this post will require a standard Disclosure and Barring Certificate.

## **MAIN PURPOSE**

To provide our tenants and leaseholders with a cost effective, high quality housing related support service. To advise and support tenants and leaseholder to live independently within their own homes. To also identify additional support services that may be required as our residents needs change, making referrals to other agencies if necessary.

## **GENERAL INFORMATION**

Based on any of our sheltered housing schemes across the borough, operating a team based approach to service delivery. You will be working as part of a geographical team in conjunction with our tenants and leaseholders to deliver a high quality Housing Management service using the Councils policies and procedures.

## **DUTIES**

1. To work as part of a small team to ascertain the welfare of tenants on sheltered housing schemes on a needs led basis by either personal contact or through the use of the Care Alarm system.
2. To work as part of a small team organising own workload on a day to day basis to cover a number of sheltered housing schemes in the surrounding area to ensure that they all receive a high quality housing management service and ensure they are well run, kept clean and tidy, health and safety issues are addressed, repairs to communal areas are completed, contractors are monitored on site and support is given to encourage social activities

3. To record all Health and Safety outcomes in a log book which is maintained within the Councils' Health and Safety policies and procedures.
4. To visit tenants and leaseholders in their own homes to undertake assessments of need and risk using the Councils processes and use this information to meet those needs.
5. To liaise effectively with residents and their relatives and to be able to assess need and risk, and work to mitigate these.
6. To signpost to other agencies, such as Health and Social Care services and to liaise with the Councils' Housing Management departments, Housing repairs and other departments as required
7. To be aware of any relevant legislation and to establish effective links with partners and other agencies including support agencies and advocates.
8. To respond to routine and emergency calls on the Emergency Call alarm system either directly on the scheme or in the case of the over 55's housing schemes, direct from the Community Alarm provider.
9. To maintain and retrieve relevant up to date records, both in writing and electronically about the scheme and tenants
10. To offer support and encouragement to the sheltered scheme resident community groups.
11. To act as a co-ordinator to involve all appropriate relatives and relevant agencies when a resident's physical health or mental health deteriorates and to initiate a case conference when needed.
12. To report any complaints, compliments or comments about the cleaning or grounds maintenance contracts to the responsible persons and undertake regular quality surveys on the scheme to contribute to gathering information against Key Performance Indicators
13. To be able to travel around the Borough to cover other areas as directed by supervisor in an emergency situation.
14. Undertake all the duties within the framework of Equal Opportunities.
15. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
16. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

## PERSON SPECIFICATION

<b>Position Title:</b>	Sheltered Scheme Coordinator	<b>Date Prepared:</b>	September 2017
<b>Department:</b>	Sheltered Housing	<b>Band:</b>	4

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	REQUIREMENTS	Essential	Desirable	Assessed
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Demonstrable experience of maintain, keeping and reporting accurate records both written and electronically.	✓		AF/I/T
1.2	Experience of successfully working on own initiative and part of a team to prioritise workloads, whilst being able to respond in a calm manner to emergencies that may arise.	✓		AF/I/T
1.3	Excellent verbal and written communication skills	✓		AF/I/T
1.4	Experience of working with the public and other agencies	✓		AF/I/T
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>WORKING WITH PEOPLE</b>			
2.1	<ul style="list-style-type: none"> <li>a) Demonstrates an interest in and understanding of others</li> <li>b) Adapts to the team and builds team spirit</li> <li>c) Recognises and rewards the contribution of others</li> <li>d) Listens, consults others and communicates proactively</li> <li>e) Supports and cares for others</li> <li>f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</li> </ul>	✓		AF/I/T
	<b>RELATING AND NETWORKING</b>			
3.1	<ul style="list-style-type: none"> <li>a) Establishes good relationships with customers and staff</li> <li>b) Builds wide and effective networks of contacts inside and outside the organisation</li> <li>c) Relates well to people at all levels</li> <li>d) Manages conflict</li> <li>e) Use humour appropriately to enhance relationships with others</li> </ul>	✓		AF/I/T
	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b>			
6.2	<ul style="list-style-type: none"> <li>a) Focuses on customer needs and satisfaction</li> <li>b) Sets high standards for quality and quantity</li> <li>c) Monitors and maintains quality and productivity</li> <li>d) Works in a systematic, methodical and orderly way</li> <li>e) Consistently achieves project goals</li> </ul>	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
	<b>FOLLOWING INSTRUCTIONS AND PROCEDURES</b>			
6.3	<ul style="list-style-type: none"> <li>a) Appropriately follows instructions from others without unnecessarily challenging authority</li> <li>b) Follows procedures and policies</li> <li>c) Keeps to schedules</li> <li>d) Arrives punctually for work and meetings</li> <li>e) Demonstrates commitment to the organisation</li> <li>f) Complies with legal obligations and safety requirement of the role</li> </ul>	✓		AF/I/T
	<b>ADAPTING AND RESPONDING TO CHANGE</b>			
7.1	<ul style="list-style-type: none"> <li>a) Adapts to changing circumstances</li> <li>b) Accepts new ideas and change initiatives</li> <li>c) Adapts interpersonal style to suit different people or situations</li> <li>d) Shows respect and sensitivity towards cultural and religious differences</li> <li>e) Deals with ambiguity, making positive use of the opportunities it presents</li> </ul>	✓		AF/I/T
	<b>ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES</b>			
8.1	<ul style="list-style-type: none"> <li>a) Accepts and tackles demanding goals with enthusiasm</li> <li>b) Works hard and puts in longer hours when it is necessary</li> <li>c) Identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities</li> <li>d) Seeks progression to roles of increased responsibility and influence</li> </ul>	✓		AF/I/T
<b>3.</b>	<b>EDUCATION AND TRAINING</b>			
3.1	2 years' experience working within the public sector	✓		AF/I/T
3.2	Educated to GCSE Level A*- C including English and Maths	✓		AF/I/T
3.3	A satisfactory DBS certificate will be required	✓		AF/I/T