

Role profile

ROLE	Scheme Co-Ordinator
MANAGER	Older People Housing Manager
FTE / HOURS	35 Hours
DIRECT REPORTS	Nil
INDIRECT REPORTS	Nil
REMUNERATION	£28,875

ROLE PURPOSE

To enable older residents with enhanced care needs maintain their independence and wellbeing through the effective coordination of all resident support services and smooth operation of their assigned housing scheme.

Working closely with residents, their families, care providers, and external agencies, the post holder creates a safe, supportive, and engaging living environment.

KEY PERFORMANCE INDICATORS

Financial

- Scheme voids turnaround
- Timely completion of housing benefits to ensure prompt collection of rents
- VfM achievement through Community Investment initiatives

Customer

- Accurate and comprehensive customer needs assessment and effectiveness of service delivery
- Customer advocacy and effective multi agency coordination
- Achievement of Customer Satisfaction metrics
- Resolution of low level ASB and nuisance issues
- Effective and timely resolution of customer complaints

Process

- Ensure Safeguarding and Building Safety across assigned schemes
- Viewings and tenancy sign up
- Accuracy and comprehensives of resident information
- Health and Safety compliance
- Communal area upkeep and maintenance



- Updated PEEP and PCFRA
- Continuous improvement of services across assigned schemes

People

- Effective relationships with statutory and voluntary agencies including external care providers.
- Effective coordination with in-house and external service delivery teams e.g. contractors, repairs teams.

KEY ACCOUNTABILITIES

- 1. Resident support:** Enable overall wellbeing and independence of residents through:
 - a. Comprehensive continuous residents needs assessment
 - b. Viewings and Tenancy sign up
 - c. Tailored induction to scheme including home visits to ensure that residents understand and manage their tenancy and tenancy conditions.
 - d. Enable access to appropriate support providers including assistance in claiming housing benefits, other welfare benefits, budgeting and debt management support services, alcohol and/or substance abuse support services.
 - e. Liaise with relevant statutory and voluntary agencies on behalf of the resident to meet their support needs.
 - f. Ensure resident safety through monitoring visitors, contractors and professionals and by carrying out health and safety, risk assessments of the property.
 - g. Keep an up-to-date record of all residents, showing the names, addresses and telephone numbers of the doctors and next of kin for use in the event of an emergency.
 - h. To be point the of contact in emergency situations, liaising with emergencies services and family, when necessary.
 - i. Always maintain professional relationships with residents.
 - j. Carry out daily wellbeing checks of residents and conduct home checks, when necessary.
- 2. Scheme Operations:** Oversee the day-to-day operations of the assigned housing scheme achieving compliance with relevant regulations, policies and procedures through:
 - a. Effective compliance in all matters of tenancy letting, tenancy management, transfers and enforcement.
 - b. Ensuring that people know how to use equipment safely.
 - c. Providing advise/assistance relating to the security of residents' property.
 - d. Ensuring a safe environment within the scheme through regular visual inspections including communal area and emergency lighting, reporting repairs ASAP and removing any hazards and making safe, including communal area, furniture and fittings.
 - e. Liaising with other departments and suppliers on building maintenance matters, arranging access as required.
 - f. Ensuring high standards of cleaning of communal areas and garden maintenance.
 - g. Ensuring appropriate disposal of refuse and promote recycling.
 - h. Organising the preparation and booking of the guest room ensuring collection of appropriate guest charges.
 - i. Coordination of access to Scheme and communal areas for repairs, planned maintenance and servicing, facilities and plant teams.



- j. Raising and checking communal repairs status on our housing management systems, monitoring the completion of all repairs and works at the scheme.
 - k. Ensuring accuracy of landlord electricity and gas bill readings.
 - l. Completion of Insite Energy onboarding of new residents, support with account management, meter readings, completing residents' data sheet and changes in tenancy where applicable.
 - m. Housing Management and Tenancy Sustainment: Promptly and correctly support residents to sustain tenancies from the start to the end of a tenancy with full compliance to organisational policies and procedures.
 - n. Timely responses to resident rent enquiries and liaise with the Income Services Team as appropriate.
 - o. Ensuring that housing benefit claim forms have been correctly completed to ensure prompt payments of rent.
 - p. Providing people with advice and guidance to facilitate a move to alternative accommodation when required.
 - q. Dealing with nuisance issues and low level ASB.
 - r. Regular testing of the telecare alarm system and fire safety equipment according to published timescales and keep accurate records of actions taken.
 - s. Maintaining regularly updated and accurate fire evacuation plans (PCFRAs) and PEEPs ensuring that relevant individuals receive the information they need in the event of a fire.
 - t. Monitoring the completion of telecare alarm system testing, case reviews, fire safety testing and H&S inspections ensuring any resulting actions are completed.
 - u. Ensuring that all actions identified in the fire risk assessment for the service are completed and access to the building is co-ordinated with the contractors.
3. **Care Coordination:** Coordinate and manage support services for residents, collaborating closely with external care providers and agencies. Ensure that support plans are developed, implemented, and regularly reviewed to meet residents' evolving needs.
4. **Safeguarding Residents:** Adhere to safeguarding policies and procedures including coordinating the actions required to minimise risks to residents.
5. **Health and Safety:** Implement and maintain health and safety protocols to ensure the wellbeing and security of residents. Conduct regular inspections of communal areas and individual units, addressing any potential hazards promptly. Work with contractors to ensure H&S obligations are met and access arrangements are robust and secure.
6. **Social Engagement:** Organise and facilitate social activities, events, and programs to foster social interaction and promote a sense of community among residents. Collaborate with local organisations and community groups to expand engagement opportunities. Promote activities which meet the needs of residents and ensure all groups are socially included.
- a. Encourage residents to organise social activities independently.
 - b. Consult with residents on scheme-based decisions and facilitate regular tenant involvement group (TIG) meetings.
 - c. Developing and maintaining effective strategic relationships with health and social care services to ensure the provision of housing advice and preventative services are available to older residents.
 - d. Working closely with resident groups, to ensure current and future older people have a voice and can influence decision making and service direction.
 - e. Identify funding and / or services that can provide activities for older residents living in Gateway homes.

- f. Working with Community Investment programs to identify and continue digital training that is tailored to suit varying experience for older people in housing schemes.
 - g. Ensure the development of scheme communal facilities as community 'hubs' and 'age friendly environments' for older people in the locality. Known as Hub and Spoke service.
 - h. Enable 3rd party support provider and support staff to be based at the scheme to hold events and bespoke workshops to resident in the locality. For example, partnership working with Age UK, or local health clinics.
7. **Complaint Resolution:** Handle resident complaints and concerns in a professional and empathetic manner, working to resolve issues promptly. Maintain open communication channels and establish a feedback mechanism to address concerns effectively.
 8. **Liaison and Networking:** Build positive relationships with external stakeholders, including healthcare providers, social services, local authorities, and community organisations. Collaborate with them to enhance support services available to residents.
 9. **Documentation and Recording:** Maintain accurate records, documentation, and reports related to resident care, staff activities, and scheme operations. Ensure compliance with data protection and confidentiality requirements.
 10. **Continuous Improvement:** Identify opportunities for service enhancements and operational efficiencies within the housing scheme. Regularly evaluate policies and procedures to improve the quality of care and support provided to residents.

SCOPE OF DECISION MAKING

- Customer Needs Assessment
- Scheme Health and Safety and Building Safety
- Resident / Customer Safeguarding
- Compliance assurance related to assigned schemes
- Low level ASB and nuisance issues resolution
- Cross agency coordination and service delivery
- Resident Involvement meetings

KEY RELATIONSHIPS

INTERNAL

- Repairs and Assets teams
- Finance
- Departments across Customer Services

EXTERNAL

- Residents and family
- Partner agencies involved in the provision of care and support to residents
- Healthcare providers, social services, local authorities, and community organisations

SKILLS

ESSENTIAL

- Strong interpersonal and communication skills, with the ability to build rapport and establish positive relationships with residents, staff, and external stakeholders.
- Empathy and compassion when working with older people and individuals with diverse care needs.
- Excellent organization and time management skills, with the ability to prioritise tasks and manage competing priorities effectively.
- Problem-solving skills and the ability to make sound decisions in complex situations.
- Proficiency in using computer applications, including Microsoft Office suite and relevant software.
- Problem-solving abilities and the capability to handle tenant issues and conflicts with professionalism and tact.
- Flexibility to adapt to changing priorities and work in a fast-paced environment.
- Excellent critical thinking and problem-solving abilities.
- Adaptability and flexibility to thrive in dynamic environments.
- Resilience and determination to overcome challenges and setbacks.

DESIRABLE

- Flexibility to work occasional evenings, weekends, or on-call shifts as required.
- Creative thinking and ability to bring innovative ideas to the table.

KNOWLEDGE

ESSENTIAL

- Understanding of tenancy management in a similar setting
- Knowledge of health and social care services for older adults, including relevant legislation and regulatory requirements.
- Understanding of safeguarding principles and the ability to promote a safe and respectful environment for residents.
- Commitment to continuous learning and professional development.

DESIRABLE

EXPERIENCE



ESSENTIAL

- Proven experience in coordinating and supporting older people's housing schemes or residential care settings, with an emphasis on enhanced support needs.
- Proven track record of exceptional performance and achievement in previous roles.
- Strong technical expertise and proficiency in similar roles
- Demonstrated leadership abilities and experience managing projects or teams.

DESIRABLE



Key Competencies for Role		Level Required
1. Leadership and Decision Making		
1.1	Deciding and Initiating Action	Proficient
1.2	Leadership and Supervision	Competent
2. Collaborative Working		
2.1	Collaboration / Working with People	Proficient
2.2	Adhering to Principles and Values	Proficient
3. Communication and Influence		
3.1	Building Relationships and Networking	Proficient
3.2	Influence / Persuading and Influencing	Proficient
3.3	Communication / Presenting Information	Proficient
4. Analytical Skills		
4.1	Writing and Reporting	Proficient
4.2	Applying Expertise and Technology	Proficient
4.3	Critical Thinking and Analysing	Proficient
5. Strategic Thinking and Innovation		
5.1	Learning and Researching	Competent
5.2	Creativity and Innovation	Competent
5.3	Strategic Thinking and Formulating Concepts	Competent
6. Customer and Delivery Focus		
6.1	Planning and Organising	Expert
6.2	Meeting Customer Expectations	Expert
6.3	Dependability	Expert
7. Adaptability and Resilience		
7.1	Adaptability	Proficient
7.2	Resilience	Proficient
8. Business Focus		
8.1	Initiative	Proficient
8.2	Commercial Thinking	Competent
9. Technical and Functional Skills		Competent

Understanding the Levels

Competent – ability to apply knowledge and understanding of the competency area to defined business situations and contexts relevant to the job role.

Proficient – demonstrates command of the competency area and its application to role requirements and emergent business situations as a skilled practitioner.

Expert – Intuitive, unconscious, and tacit application of the competency area, demonstrating significant mastery and expertise in role requirements and beyond.