**JOB DESCRIPTION/ROLE PROFILE**

Job Title: Relief Scheme Co-ordinator

Reporting To: Housing Officer

Located At: Based at Dungannon 3 days and 2 days in Aughnacloy

Hours of Work: 37 hrs per week, Mon – Fri, 9am – 5pm (with a ½hr for lunch each day)

Responsible For: Scheme Domestic Assistant

**MAIN PURPOSE OF THE JOB:**

**At Clanmil, our tenants are at the heart of what we do. The Relief Scheme Co-ordinator will provide an enhanced housing management service to our independent living tenants ensuring the highest standards of service in line with our internal procedures and regulatory requirements.**

**GENERAL RESPONSIBILITES:**

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| **A** | **PROVIDE A SUPPORT SERVICE TO OUR TENANTS** |
|  | **Provide relief support to the Scheme Co-ordinator role at various locations: task will include those detailed below** |
| 1 | Take responsibility and pride in supervising the scheme to the very highest standards. |
| 2 | Engage with our tenants and ensure their support needs are responded to efficiently and effectively. |
| 3 | Be accountable for initial assessment and support plans in accordance with Supporting People requirements and our service standards. |
| 4 | Sensitively manage loss and bereavement both for staff and tenants. Your support, sensitivity and leadership at these times will be a crucial part of your role. |
| 5 | Work alongside the Housing Officer for the scheme delivering services that matter, in accordance with Supporting People requirements. |
| 6 | Keep accurate and up to date records, making full use of ICT opportunities available to deliver an efficient and high standard service within agreed timescales. |
| 7 | Work collaboratively with partnering agencies and stakeholders including GPs, social workers, relatives and/or next of kin, to deliver key services to our tenants.  |
| 8 | Ensure emergency calls are responded to in a supportive manner and manage emergency situations appropriately by seeking advice from the Housing Officer as necessary. |
| 9 | Contribute to an effective response maintenance service by liaising with maintenance staff and our contractors, inspecting work and verifying that it meets the needs of our tenants.  |
| 10 | Work in partnership with the income recovery team to secure payments and follow up on missed payments and broken agreements.  |
| **B** | **ENHANCE SOCIAL INTERACTION FOR THE TENANTS**  |
| 1 | Encourage our tenants to participate in activities such as weekly lunch clubs and coffee mornings for tenants at the scheme. Provide one evening event per month for our tenants to increase social interaction amongst the tenants living at the scheme. |
| 2 | Arrange and promote social activities (including fundraising activities) in thescheme and co-ordinate the use of the communal lounge and guest room to enhance the quality of life of our tenants. |
| 3 | Promote, encourage and support Tenant Participation through:* + Tenants Associations
	+ Resident Committees
	+ Tenant Forums.
	+ Participation in other Forums e.g. Health & Safety
 |
| **C** | **MINIMISE VOID PROPERTIES IN THE SCHEME** |
| 1 | Welcome and support our new tenants as part of the sign up process, ensuring that rent is collected and lodged in accordance with procedure. |
| 2 | Promote and market the scheme on an on-going basis to raise awareness of our scheme, particularly in the event of void properties. |
| **D** | **TEAM WORK** |
| 1 | Work collaboratively with others as part of a team to ensure **all** Clanmil tenants receive the service they are entitled to, including neighbouring schemes.  |
| 2 | Participate fully in training, staff meetings and other team activities. |
| 3 | Lead and participate in meetings that may be required in your role including scheme meetings with tenants. |
| 4 | Be professional at all times when dealing with internal and external customers. |
| **E** | **STAFF SUPERVISION** |
| 1 | Supervise the Domestic Assistant based at your scheme on a day to day basis, providing practical support with rotas, timesheets and cleaning materials.  |
| 2 | Engage and motivate the Domestic Assistant to ensure high standards of cleanliness at your scheme. |
| 3 | Support your Domestic Assistant by providing regular opportunities for performance feedback and learning.  |
| **F** | **PERSONAL DEVELOPMENT** |
| 1 | Embrace all opportunities for learning and development to help you fulfil your role to the best of your ability. |
| 2 | Develop your own specialist knowledge of services for vulnerable people. |
| **G** | **FOLLOW ALL POLICIES AND PROCEDURES IN RELATION TO THE** **ROLE** |
| 1 | Familiarise yourself with the companies policies and procedures which you will be provided with at the start of your employment and during your induction period and induction training. |
| 2 | Understand the role of the Association and its mission, and display its core values in your actions and behaviours. |
| 3 | Generate creative and innovative ideas to challenge and contribute to the Association’s way of working. |
| 4 | Adhere to the Association’s Fair Employment and Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme S75 duties with regard to religious faith, political opinion, racial groups, men and women generally, marital status, age, persons with a disability, persons with dependants and sexual orientation. |

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

*The role holder must have a flexible attitude to work and carry out any other duty, from time to time, requested by the Housing Officer, Supported Living Manager or Group Director of Housing.*

**Signed by Postholder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed by Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Core Values** |
| These are our guiding principles and describe the behaviours that lead to achieving great performance in the organisation. |
| We will show **Commitment** by: |
| * Putting our hearts and minds into what we do.
* Taking pride in delivering excellent customer service that strives to exceed customer expectations.
* Looking for new ways to do things that will improve services to our tenants.
 |
| We will show **Excellence** by: |
| * Putting our tenants at the heart of everything we do.
* Being attentive to customers needs by being polite, courteous and upbeat.
* Going the extra mile.
* Being an ambassador for Clanmil Housing by promoting the vision and our objectives in a positive and inspirational way.
* Actively participating as a team member working collaboratively with colleagues to achieve mutual goals.
 |
| We will show **Respect** by: |
| * Acting with authenticity.
* Fixing our mistakes
* Promoting a ‘can do’ attitude.
* Building mutual trust and understanding by being open, honest and respectful to others.
* Actively listening to and understanding our customers' needs and expectations.
* Ensuring our interactions with others internally and externally are positive and constructive.
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| We will always be aware of our **Community** by: |
| * Demonstrating a sense of responsibility for contributing to vibrant and resilient communities.
* Understanding our role in making a difference to people’s lives.
 |
| We will display **Simplicity** by: |
| * Listening to our customers and responding to their needs.
* Taking responsibility and ownership.
* Delivering what we promise.
 |
| We will never stop **Learning** because Change is constant. |
| * We will openly share our expertise and knowledge with others.
* We take responsibility for own learning and will seek opportunities to continuously develop.
* We are flexible and can adapt to change and new ways of working to enable the organisation to meet its objectives.
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| We embrace **Diversity**, everyone has a role to challenge and contribute. |
| * We recognise and understand the strengths and opportunities of a diverse workforce within Clanmil Housing.
* We ensure that everyone has fair and equal access to our services.
* We respond to the diverse needs and aspirations of our customers.
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**JOB PROFILE**

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| **CRITERIA** | **ESSENTIAL / DESIRABLE (E / D)** |
| **EXPERIENCE / KNOWLEDGE** |  |
| Minimum of 1 years experience working with vulnerable adult groups | E |
| Previous relevant working experience and knowledge of health and social issues affecting vulnerable people, demonstrated by way of example on the application form | E |
| Good literacy and IT skills, with ability to use Microsoft Office (or equivalent) | E |
| National Certificate in Supported Housing | D |
| Experience of working with people with complex needs, including older people | D |
| Training/Experience in counselling and/or mediation skills | D |
| **SKILLS / ABILITIES** |  |
| Good written and verbal communication skills. | E |
| Ability to follow procedures and organise own workload to meet deadlines | E |
| Understanding of the issues affecting older people | E |
| Ability to use initiative and deal appropriately with difficult and challenging situations | E |
| Ability to supervise staff and liaise with contractors to ensure a high standard of service | E |
| A flexible approach to working hours | E |
| Ability to engage service users to participate in decisions directly affecting them | D |
| Must hold a full driving licence and be able to drive to meet the requirements of the post. | E |