

<b>Designation:</b>	<b>Support Coordinator</b>
<b>Grade:</b>	<b>Stroud 3</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Location:</b>	<b>Various locations</b>
<b>Job Purpose:</b>	<b>To enable older people to retain independence</b>
<b>Responsible to:</b>	<b>Service Delivery Manager (Independent Living)</b>
<b>Responsible for:</b>	<b>No supervisory responsibility</b>

## KEY DUTIES

- To provide housing related support, including home visits to enable older people in Independent Living to maintain their tenancies, live independently and sustain their quality of life.
- To assess the need for housing related support, verify the support needs of new tenants, agree support plans where appropriate and monitor to reflect any change in circumstance.
- To pre-actively seek to identify vulnerable tenants, working with families and carers/other support agencies. Make referrals to Social Care, Health and Voluntary sector partners and providers.
- To build knowledge of the housing options for older people and provide information and advice in conjunction with Housing Advice team.
- To work collaboratively with Site Officers and report any site issues to the appropriate officer and to follow up on these reports.
- To develop and devise initiatives to become known to tenants and residents, including tenant surgeries and to take actions to ensure their housing is suitable – for example making referrals for assistive technology and aids/adaptations.
- To check on the wellbeing of tenants where an alert has been raised; who may require urgent assistance or whose wellbeing is uncertain and call the assistance of the appropriate services.
- To contribute to community life by working with residents to support, develop, coordinate and promote social activities for Independent Living tenants and the wider community where appropriate. Help fund raise and income generation to support such activities.
- Reporting to Neighbourhood Management team and specialist staff on matters such as tenancy management, anti-social behaviour, neighbour nuisance, hoarding and tenancy sustainment.
- Work subject to interruption to the programme of tasks but not involving any significant change to programme.

## SKILLS AND KNOWLEDGE

- Good general education or equivalent experience
- Excellent written and verbal communication skills
- Experience in working with the Public
- I.T. literate
- Ability to manage and prioritise own work load
- Excellent time management skills

## COMPLEXITY AND CREATIVITY

- Liaison with tenants, residents, family members, carers and external agencies regarding the well-being of tenants
- Creativity required in order to maintain and foster social activities.
- Promote awareness of the service
- Responds to queries and complaints.
- Acts as liaison point at tenant participation activities.
- Works requires the exercise of creativity within the general framework of recognised procedures.

## JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to the Service Delivery Manager.
- Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

## CONTACTS

- Members of the Council
- Members and staff of other local authority's/partner agencies
- Suppliers and Contractors
- Tenants, residents and their families and carers
- Members of the public

Contact required in respect of service delivery issues which may not be straightforward and that require the provision and guidance and/or the initiation of action.

## RESOURCES

- Responsible for Personal Protective Equipment (PPE), any communications and IT equipment issued, written material and items for distribution.

## TRAVEL DESIGNATION

- You are required to have access to a vehicle in order to fulfil the duties of this role. You will be entitled to claim for the mileage you incur whilst on Council business in accordance with HMRC mileage rates and the Council's Travel and Subsistence Policy

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*