

<b>Designation:</b>	<b>Support Coordinator</b>
<b>Grade:</b>	<b>STR 3</b>
<b>Responsible to:</b>	<b>Service Delivery Manager (Independent Living)</b>
<b>Service Area:</b>	<b>Tenant Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Basic First Aid (or willingness to work towards)

### EXPERIENCE

- Experience of working with and understanding needs of older and/or vulnerable people.
- Promoting Social Inclusion
- Experience in working alone and as part of a team.
- Experience in planning, developing and implementing activities and events for older people.

### SKILLS & KNOWLEDGE

- Knowledge of housing needs of older people and the housing options open to them (or willingness to work towards)
- Able to identify support needs of older people and plan, monitor and review action to meet those needs.
- Ability to successfully learn how to use hand held electronic devices, phones and laptops as required in order to operate case management system.
- Able to identify tenants and residents who appear to be at risk or have unmet needs and to raise alerts are appropriate.
- Understanding of Safeguarding and Data Protection issues.

### PERSONAL ATTRIBUTES

- Ability to maintain confidentiality; deal with sensitive and difficult situations as they arise.
- Be trustworthy with an approachable and can-do attitude.

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Any courses relevant to the support of older and/or vulnerable people

## EXPERIENCE

- Experience of managing case loads
- Experience of drawing up customer focussed support plans

## SKILLS & KNOWLEDGE

- Understanding the needs of an ageing population

## CORE COMPETENCIES

### 1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. **Customer Focus**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

### 3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

### 5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.