

<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>At various locations as directed in accordance with the needs of the service.</b>
<b>Job Purpose:</b>	<b>To enable older people to maintain their tenancies, sustain independent living and their quality of life</b>
<b>Responsible to:</b>	<b>Principal Tenancy Management Officer (Area 2)</b>
<b>Responsible for:</b>	<b>No supervisory responsibility</b>

## KEY DUTIES

- To provide housing related support, including home visits, to ensure that older people in sheltered housing maintain their tenancies, successfully 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 when required and monitor and update any such plans, for example to reflect important changes in circumstances.
- To pro-actively seek to identify vulnerable tenants, work with residents, family members and carers and to 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 to customers in conjunction with the Housing Advice Team.
- To work collaboratively with the site officer and report any site issues to the Site Officer and Site Officer Team Leader as appropriate, and to monitor and follow up on these reports.
- To develop and devise initiatives to become known to customers, including tenant surgeries, and to take action to ensure their housing is suitable, for example by making referrals for assistive technology and aids and adaptations and then to monitor and follow up such referrals.
- To check on the well being of tenants where an alert has been raised, who may require urgent assistance or whose well being is uncertain and call on the assistance of Site Officers and others as appropriate.
- To contribute to community life by working with residents to support, develop, co-ordinate and promote social activities for sheltered housing residents, and the wider community where appropriate, and to help fund raising and income

generation to support these activities.

- To report to and work with Neighbourhood management officers and specialist staff on matters such as tenancy management, anti social behaviour, neighbour nuisance issue and tenancy sustainment.
- To work with staff providing an out of hours service and if required to be part of the team providing out of hours services on a rota basis, responding to calls from alarm providers and others.

Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

## SKILLS AND KNOWLEDGE

- Good general education or equivalent experience
- Excellent written and verbal communication skills
- Experience of working with the public
- IT Literate
- Ability to manage own time and workload

## COMPLEXITY AND CREATIVITY

- Liaison with residents, family members, carers and external agencies regarding the well being of tenants
- Creativity required in order to maintain and foster social activities.
- Promotes awareness of the service
- Responds to queries and complaints.
- Acts as a liaison point where tenant participation activities take place.

Work 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 Principal Tenancy Management Officer.

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 authorities/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 of advice and guidance and/or the initiation of action.

## RESOURCES

Responsible for personal protective equipment, 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*

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*alteration in detail and emphasis in the light of future changes or developments.*