

<b>Designation:</b>	<b>Support Coordinator</b>
<b>Grade:</b>	<b>S3</b>
<b>Responsible to:</b>	<b>Principal Tenancy Management Officer (Area 2)</b>
<b>Service Area:</b>	<b>Tenant Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

Minimum of 5 GCSEs at grade C or above (or equivalent qualification) including Maths and English

### EXPERIENCE

Experience of working with and understanding the needs of vulnerable people.

Experience in working as part of a team

Experience of a role where individual has been trusted to work responsibly on their own

### SKILLS & KNOWLEDGE

Knowledge of the housing needs of older people and the housing options available to them

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 computers as required in order to operate a case management system

Able to identify residents who appear to be at risk or have unmet needs and to raise alerts as necessary

### PERSONAL ATTRIBUTES

Ability to maintain confidentiality, deal sensitively with difficult situations and be trustworthy.

### OTHER

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

## DESIRABLE CRITERIA

### QUALIFICATIONS

Basic First Aid trained

Certificate in Supported Housing or Sheltered Scheme Certificate

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

Food Hygiene certificate

## **EXPERIENCE**

Experience of working with older people

Experience of managing a sheltered housing scheme hostel or home.

Experience of drawing up customer focused support plans

Experience of planning, developing and implementing activities with or for older people.

Experience of working in a social care, health or housing role related to older people.

## **SKILLS & KNOWLEDGE**

Understanding the needs of an aging population.

An understanding of the role of sheltered housing.

Understanding of safeguarding and data protection issues

## **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 Service**

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 o 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.