

# ROLE **PROFILE**

**JOB TITLE:** Scheme Coordinator  
**REPORTING TO:** Scheme Management Officer  
**TEAM:** Neighbourhoods

## **JOB OVERVIEW**

To provide effective and flexible housing management support to sheltered and/or vulnerable tenants across different supported housing schemes within the North West, including but not limited to the general health & wellbeing of our tenants, building management, tenancy management, signposting to specialised agencies and social interaction

To enable tenants to maintain independent living where possible by providing a supportive and responsive housing management service, encouraging tenants to obtain specialised external support when needed.

## **ABOUT THE ROLE**



**FUTURE  
FOCUSED**



**WORK  
TOGETHER**



**ACT  
WITH CARE**



**MAKE A  
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

- Monitor and review needs of tenants by developing a personalised support plan and maintain daily contact
- Carry out and regularly review all housing related support plans for tenants
- Establish and maintain effective partnerships with appropriate support services across Salford, Knowsley or Oldham and other areas if required.
- Ensure the safety of our tenants and buildings. This includes completing scheduled scheme specific

checks, Health and Safety checks, Security Patrol, testing Fire Alarms, Legionella Checks, Daily System checks. This list is not exhaustive.

- Identifying and monitoring risk; working to minimise risk for both tenants and the schemes.
- Support tenants to arrange relevant Welfare Benefit appointments and/or health appointments. Engage with external agencies to ensure wellbeing concerns are addressed in a timely manner, including liaising with hospitals, GPs, Social and Support workers as required.
- Effectively manage the tenancy process at schemes by:
  - Carrying out an initial assessment of applicants to establish suitability for supported housing, accompany prospective tenants on visits to the property, carry out sign ups and complete relevant paperwork.
  - Carrying out pre and post void inspections.
  - Identify and accurately support and manage the progress of repairs to completion.
  - Advise and refer any ASB cases to the appropriate officers to action.
  - Signpost to Housing Benefit or other Welfare Benefits Agencies and/or other local services.
  - Create and maintain accurate computer based tenant records
- Maintain close liaison with line management concerning general management, maintenance and security of the schemes.
- Manage facilities at schemes by ensuring stocks are replenished, room bookings e.g. guest rooms and meeting rooms for internal or external purposes
- Encourage and empower tenants to organise their own activities and seek relevant funding if needed.
- Ensure regular testing of tenants' emergency call system and fire alarms.
- Carry out all relevant administrative tasks and ensure that tenants support plans and risk assessments are in place and followed.
- Undertake all general administrative duties associated with the above and recording data accurately on housing management systems such as Pentana, QLx, Documotive P2P
- Manage out of hour's process and follow up actions as required.
- Please note some light cleaning duties may be required.

## WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.

- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

## PERSON SPECIFICATION

### Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>• Good standard of general education at GCSE level or equivalent at grade A – C in Maths and English.</li> <li>• Demonstrate strong numerical and literacy skills.</li> <li>• NVQ level 2 qualification in social care or similar (Desirable)</li> </ul>	AF/QC  AF/I AF/QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>• Extensive experience of the use of Microsoft office software in particular Outlook, Word, Excel and Access.</li> <li>• Experience of working with and supporting older people and / or the vulnerable.</li> <li>• Experience of working in a customer service setting.</li> <li>• An understanding of supporting people with dementia.</li> <li>• Understanding of the current welfare benefit system.</li> <li>• A working knowledge of health and safety regulations.</li> <li>• Understanding of safeguarding responsibilities.</li> <li>• Knowledge of tenancy enforcement legislation and experience of dealing with ASB cases (Desirable)</li> <li>• Proven working knowledge of tenancy management (Desirable)</li> <li>• Proven experience of operating a housing computerised database such as QL, Arch house or similar (Desirable)</li> </ul>	AF/I  AF/I  AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> <li>• High standard of both verbal and written communication skills</li> <li>• Able to work to demanding deadlines and manage resources through peaks and troughs.</li> <li>• Able to make sound judgements analysing multiple information sources.</li> </ul>	AF/I AF/I AF/I

	<ul style="list-style-type: none"> <li>• An ability to prioritise tasks and situations.</li> <li>• Experience of dealing with bereavement and loss (Desirable)</li> <li>• Ability to develop services for tenants and the wider community (Desirable)</li> </ul>	<p>AF/I AF/I AF/I</p>
Personal qualities	<ul style="list-style-type: none"> <li>• A strong commitment to high quality, inclusive customer service.</li> <li>• Committed to working as part of a team.</li> <li>• Understanding of vulnerable people's emotional and practical needs.</li> <li>• Understanding and adherence to professional boundaries.</li> <li>• Ability to control your emotions in challenging situations.</li> </ul>	<p>AF/I AF/I AF/I AF/I AF/I</p>
Other	<ul style="list-style-type: none"> <li>• Able to travel between Company locations to meet role requirements</li> <li>• The person would be lone working with vulnerable people and will be required to undergo satisfactory DBS check before appointment is confirmed.</li> </ul>	<p>AF/I DBS</p>

Prepared March 2021