

## **Job Profile**

**TITLE:** Sheltered Housing Co-ordinator

**ROLE:** To provide an effective additional housing management service to all residents living in a sheltered housing environment

To provide onsite management and supervision of sheltered housing schemes with regard to maintenance, health and safety and cleanliness.

**REPORTS TO:** Team Leader (Independent Living)

### **KEY ACCOUNTABILITIES:**

1. To provide an additional housing management service to residents living in a sheltered housing environment.
2. To provide a home visiting service to maintain adequacy and safety of accommodation
3. To work effectively as an area team to cover all Sheltered accommodation across the stock
4. To contribute to the continuous improvement of the Sheltered Housing Service
5. To work outside core hours as required by the needs of the service
6. To be a proactive member of the team, continually seeking to improve and develop your own skills and the performance of the team. Operate within and comply with New Charter's policies, procedures and values at all times.

## **KEY RESPONSIBILITIES**

### **SAFETY AND SECURITY**

- To carry out weekly fire alarm, smoke alarm and emergency lighting checks
- To ensure that all work activity is carried out in accordance with the Fire Policy.
- To organise regular 'fire drills' and ensure that the correct evacuation procedure is adhered to
- Carry out Health & Safety requirements in accordance with the guidance procedure
- Carry out monthly health and safety checks. Ensure all actions are documented and followed up.
- To ensure that communal areas are kept clean, tidy and free from hazards
- Be responsible for arranging the monitoring the security and access to the building – Allowing access to health, social, welfare agencies and service and maintenance contractors.
- To advise and assist residents with any problems regarding their neighbours and the local community in conjunction with other colleagues to ensure the accommodation provided remains adequate and safe for all residents. This will include dealing with Anti-Social Behaviour in accordance with the policy and to report alleged incidents to the Team Leader/Manager

### **ACCESSING SHELTERED HOUSING ACCOMMODATION**

- Carry out accompanied viewings, assessment of housing needs and sign –ups to ensure accommodation is right for the applicant
- To undertake an additional management service assessing security, health and safety checks in and around the home and scheme
- Complete referrals for aids and adaptations to be installed in and around the home where required.

- Signpost residents to support service providers, where those residents have been identified as requiring support and assistance to enable them to live independently

## **TENANCY MANAGEMENT**

- To ensure that the prospective resident/s understand tenancy issues, rights and responsibilities
- To carry out a home visit 2-4 weeks after a resident has moved in to ensure they have settled in and to confirm contact details to report housing management issues
- To give assistance to access correct housing benefit assistance or financial advice to pay rent/service charges
- Work with the revenues team to assist residents to pay rent and service charges. Ensuring that the process is understood and agreements for repayment of any debt are made.
- Assist in tenancy management matters; ensuring existing residents understand their rights and responsibilities in accordance with their tenancy agreement.
- To undertake 6 monthly tenancy/household audits or whenever there is a change in circumstances
- Consult with residents on housing matters and housing policy formation and ensure that the correct media for communication is captured and regularly up-dated.
- Hold regular residents meetings on site with regard to housing management delivery and policy and record outcomes and circulate to all.
- To co-ordinate residents in preparing to move to more suitable accommodation. i.e. extra care, residential

## **REPAIRS AND MAINTENANCE**

- To be responsible for monitoring the quality of contractors providing services on scheme (services paid for via service charges such as grounds maintenance, window cleaning, laundry).
- To report repairs in accordance with the organisation's procedures for residents and communal areas

- To work alongside Asset Management to identify residents who have a specific need relating to planned programme works.
- To ensure that the furniture is maintained to a high standard
- To be responsible for co-ordinating a timetable to access properties in order for planned works to be completed

#### **ADMINISTRATION AND INCOME COLLECTION**

- To collect and bank appropriately all monies for TV Licences, Guest Bedrooms & hire of the communal room
- Ensure records are kept up to date and are easily accessible

#### **INTERNAL COMMUNICATION SYSTEM**

- Respond to call outs relating to mechanical failure of the equipment and any issues including those relating to housing management, security, activation of smoke alarms, repair issues, fire alarms (including resetting), lock-outs, property/scheme security following break-in by emergency services
- To keep accurate records of visits and record any action taken. Report any follow up action that is required and refer to other agencies where appropriate.