



# barcud

## Job Description

### Scheme Co-Ordinator

All criteria are Essential unless indicated otherwise

**Reports to:** Supported Housing Co-Ordinator

**Responsible for:** n/a

**Overall Job Purpose:**

Deliver high-quality housing management services for older tenants living in Barcud's properties that will enable the Association to meet its business objectives and the needs of its tenants, ensure tenants to achieve their aspirations for independent living.

**Key Responsibilities –**

**Supported Housing:**

- Undertake support worker duties to Barcud's tenants in Supported Housing.
- Assess need and ensure referrals to services are made.
- Undertake risk assessments with tenants, creating support plans that promote their independence, capacity building, confidence and how their individual needs can be met.
- Maintain strong records of supported tenants, updating records as risk assessments and support plans progress.
- Provide information to residents relating to their financial contributions to Support Housing schemes (service charge etc).
- Monitor the health and well-being of tenants, noting any changes in their support plans.
- Provide advice and guidance to tenants in Supported Housing accommodation, liaising with external organisations where appropriate.
- Assist with the move-in of any tenants and the move-out of any existing tenants.
- Respond to emergency calls, providing assistance and reassurance to tenants.
- Establish and maintain strong links with the local community.
- Promote and encourage tenant participation in social activities, assisting in the development of resident participation plans.
- Manage and maintain the security of Support Housing accommodation.
- Encourage tenants to use the communal facilities.

- Respond to and report any complaints in line with Barcud's policy and procedures.
- Carry out regular tests of the Support Housing facilities.
- Prepare and book the guest room and collect guest room fees.
- Deputise for the Supported Housing Co-ordinator when required.

#### **People:**

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

#### **Corporate**

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

*This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.*



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## Personal Specification

### Scheme Co-Ordinator

This person specification details the experience and skills for the position of Scheme Co-Ordinator at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

#### Qualifications

- Educated to GCSE standard, including English Language.
- First Aid Trained. (D)
- Full driving licence.

#### Experience

- Delivering a Housing Management service that is high-quality and customer focused.
- Working closely with communities, customers or tenants.
- Handling complaints.
- Undertaking processes in line with an organisation's procedures.
- Responding to issues of elderly or in need customers or tenants. (D)
- Fostering strong relationships with a range of external stakeholders.
- Maintaining thorough and accurate records.
- Public sector or Housing Association experience.

#### Skills / Knowledge

- Good understanding of the scope of Supported Housing management services and common challenges in delivering this service.
- Knowledge of health and safety issues, particularly with the elderly.
- Welsh and English speaker.
- A strong commitment to a people focused culture.
- Ability to promote equality and diversity in all aspects of employment and service delivery.
- Sound numerical, reasoning and written communication skills.
- Able to set appropriate and challenging performance targets for self.