

## Job Description

### Scheme Co-ordinator

**Responsible to:** Supported Housing Co-ordinator

**Responsible for:** Not applicable

#### Overall Purpose:

To undertake support worker duties as part of a Supported Housing Team, delivering services to older people living in mixed tenure homes throughout the Tai Ceredigion area. To provide housing related support to older people to enable them to maintain their home and ensure they achieve their aspirations for independent living.

#### Key Responsibilities – Functional:

- Undertaking risk needs assessments and working with the service user to complete Support Plan which promotes independence, capacity building, confidence and meets their individual needs. Reviewing the plan on a regular basis, or following a change in circumstances.
- To maintain and regularly update client records including Support Plans.
- Monitoring the health and wellbeing of service users, noting any changes on their support plans. Providing impartial advice, guidance and information. Assessing needs and ensuring appropriate referrals to services are made, including domiciliary, statutory and voluntary.
- Monitoring support provision by keeping appropriate, accurate records and up to date information on services and agencies working with the service users completing necessary Supporting People returns. Liaising with services on behalf of the service user as and when required, taking confidentiality into consideration at all times.
- During working hours responding to emergency calls from service users and contacting the relevant service eg doctor, paramedics, next of kin etc. Providing reassurance and general assistance until help arrives.
- Promote and encourage tenant participation in social activities.
- Establish and maintain productive links with the local community.
- Encourage (with consultation with tenants) full use of the communal facilities of sheltered schemes by service users in the community. Promote Sheltered Housing Services in the local community and to carry out assessments on service users as required.

- Managing and maintaining the security of schemes by regularly inspecting communal areas and equipment and reporting repairs. Overseeing the cleaning of communal areas and contractors involved in any maintenance work being carried out.
- Responding to and reporting any complaints in line with policy and procedures.
- Making calls to service users that have requested the service via the agreed method and keeping the call log up to date.
- Carrying out weekly tests of the fire alarm, monthly checks of emergency lighting and six monthly evacuation drills. Maintaining relevant register to report in any defects in fire fighting equipment.
- Carrying out quarterly tests of pull cords and pendants in each property.
- Preparing and booking the guest room. Collecting guest room fees.
- Providing cover for other scheme co-ordinators as needed to promote team working.
- Undertaking any other duties as may reasonably be required, taking into account the nature and scope of this position.
- Providing any relevant specialist skills e.g. Extend Training at other Schemes to promote team working.
- On rare occasions because of service user's illness or disability, to support them by doing day to day shopping, collecting prescriptions, going to the Post Office, Library etc.
- Possible involvement in additional new schemes that the Council may develop and operate within Ceredigion.

### **Corporate:**

- To provide excellent customer service to internal and external customers.
- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner, considering the service users cultural and diversity needs are managed and identify and implement opportunities for making best use of all resources.
- To ensure service users' confidentiality is maintained at all times.
- Not to administer any medication of any kind.
- Ensure that you work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- In all aspects of the Association's work, to promote effective communication, excellence in customer service, and a focus on continuous improvement.
- To carry out such other duties and responsibilities as may reasonably be directed by the Supported Housing Co-ordinator/Housing Manager or the Director of Housing and Support.
- To undertake any training as deemed necessary for the post.

## Personal Specification

### Scheme Co-ordinator

All criteria are Essential unless indicated otherwise.

#### Qualifications:

- First Aid trained. **(Desirable)**
- A good standard of general education.

#### Knowledge:

- Must demonstrate knowledge and understanding of the supported housing or social care sectors.
- A good knowledge of housing for older people and current trends in sheltered housing. **(Desirable)**
- A good knowledge of services and welfare benefits available to the elderly.
- Knowledge of health and safety issues.
- Knowledge of Ceredigion County Council Supporting People Programme. **(Desirable)**
- A basic understanding of the principal of equal opportunities and diversity.

#### Skills:

- Must demonstrate the ability to develop professional and supportive relationships with tenants.
- Must demonstrate effective oral and written communication skills in Welsh and English.
- Must demonstrate ability to assess tenant need and plan packages of support to maximise independence.

- Must demonstrate the ability to react professionally and assertively during emergencies, according to set procedures.
- Must demonstrate ability to work on own initiative, to deadlines and without direct supervision.
- Must be IT literate including use of Microsoft Word, Excel and Outlook. **(Desirable)**

### **Experience:**

- Relevant experience of working in housing, support or care.
- Experience of needs assessment, support planning and key working. **(Desirable)**
- Experience of working in sheltered housing in a housing support role. **(Desirable)**

### **Attributes:**

- Must possess good interpersonal skills and show sensitivity in dealing with and understanding, the support needs of vulnerable client groups (in particular the elderly).
- Demonstrate a commitment to high standards of customer care and user involvement.
- Demonstrate a commitment to principles of equality and diversity.
- Must be reliable, responsible and flexible in approach to work, tenants and other colleagues.
- Honesty, integrity and ability to maintain complete confidentiality.

### **Other:**

- A full driving licence and access to vehicle.
- Must have an awareness of safe practice.
- A flexible and caring approach to work.
- Must be reliable and punctual.
- Must be willing to engage to undertake further learning according to the needs of the resident.
- Must be able to work assertively with residents in all settings.