

JOB DESCRIPTION

Assistant Co-ordinator (Supported Housing)



August 2023

Department: Community Services
Location: Riverside House, Peebles
Responsible to: Co-ordinator (Supported Housing)

Job Purpose

1. To support and facilitate the provision of a regulated enhanced housing management and housing support service designed to enable older people to enjoy their own tenancies and receive the support they need to lead independent lives in the community.
2. To assist the Co-ordinator in ensuring the smooth administration, management and maintenance of the development that meets legislative requirements and Association policies and procedures.

Summary of Duties and Responsibilities

Tenant Support

1. Identify and assess the individual support needs of prospective tenants and current tenants.
2. Draw up, implement and review support plans as agreed with tenants.
3. Provide high quality, person centred tenancy and housing support services to tenants.
4. Assist Co-ordinator to arrange and supervise the meals service.
5. Monitor and review support to ensure continuing appropriateness and effectiveness.
6. Liaise and work collaboratively with care/support agencies.
7. Maintain effective communication with call handling service.
8. Develop and maintain positive links with relevant statutory and voluntary organisations.
9. Respond to emergency calls and take action as required within the remit of the service, in accordance with policy and procedures.

Housing management and property maintenance

1. Carry out pre and post allocation visits as required in accordance with policy and procedures.
2. Provide advice and assistance on tenancy issues, including repair reporting, safety and security issues, and rent support.
3. Offer advice and assistance to tenants with regards to arranging payments of rent and other bills, and in maximising their income through appropriate benefit claims.
4. Work with the Association's housing team on complex tenancy issues including income maximisation.
5. Liaise with the Association's property maintenance staff and contractors undertaking routine repairs, servicing and maintenance works.
6. Carry out necessary equipment checks and local property and health and safety audits in accordance with procedures and compliance requirements.

7. Investigate complaints as laid down in the Association's Complaints Handling Procedures and take remedial actions as necessary.
8. Assist Co-ordinator to manage the communal facilities (lounge, dining room, kitchen, assisted bathroom, laundry and guest-room) and ensure that they are used in accordance with policy and procedures.
9. Assist with the ordering of stationery, and any other household supplies in conjunction with Scheme Assistants, within Association budget limits.
10. Maintain property, tenant, financial and other records in accordance with policy and procedures.
11. Promote and support social activities within the development in consultation with the tenants and encourage the use of the communal lounges and grounds by other older people.

General

1. Ensure compliance with the Association's Health and Safety Policy and Procedures.
2. Contribute to maintaining service quality and promoting service development.
3. Ensure the maintenance of data protection and confidentiality at all times in accordance with the Association's policy and procedures.
4. Afford equal opportunity and access to all users of the Association's services and those involved in its delivery in accordance with the Association's Equalities Policy.
5. Undergo training to maintain high quality standards of work and comply with necessary registration requirements; maintain CPD records as necessary.
6. To undertake other duties from time to time which contribute to meeting the objectives of the service as directed by the Care Services Manager (West).

PERSON SPECIFICATION

Assistant Co-ordinator

(Supported Housing)



This Person Specification describes the ideal person to fill the job and is a profile of the qualifications, knowledge, skills, abilities and competencies that will be looked for in the recruitment and selection process. It lists a series of attributes: "essential" and "desirable", for an individual to possess in order to do the job.

	Essential/ Desirable
Education and Qualifications	
• good general standard of education	Essential
• relevant qualification e.g. SCQF7 (SVQ level 3) in Health & Social Care or equivalent	Desirable
Experience	
• working with older people within a community-based setting, ideally within a social tenancy environment.	Essential
• collaborative working with statutory and voluntary agencies	Desirable
Knowledge	
• support/care needs of older people	Essential
• roles and responsibilities of social and health care services	Essential
• health and safety responsibilities including identifying and reporting of hazards and minimising risk	Desirable
• regulatory bodies and legislation	Desirable
• tenancy and property management issues and approaches to tenant engagement	Desirable
• range and limits of housing support tasks	Desirable
• appropriate value base in supporting older people in the community	Essential
Skills / Abilities	
• good organisational skills and use of initiative	Essential
• strong verbal and written communication skills	Essential
• able to plan and prioritise to ensure key activities are achieved, and allocate worktime effectively	Essential
• able to undertake housing and support assessments and housing support planning	Essential
• foster efficient and effective working relationships with colleagues and external agencies	Essential
• facilitate an environment based on respect and confidentiality, promote tenants' independence and choice to the fullest extent of their wishes and ability	Essential
• deal effectively with emergencies	Essential
• ICT skills and the ability to use MS Office 365 as well as care, staff and housing management software & IT tools, with a positive approach to learn and use new tools as they become available.	Essential
Personal Attributes	
• ability to work unsupervised using own initiative	Essential
• calm, supportive and empathic approach	Essential

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| • positive, professional attitude | Essential |
| • commitment to high quality service provision | Essential |

Other Requirements

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| • ability to work flexibly which may include weekends | Essential |
| • ability to manage the physical demands of the role which may involve working in more than one location | Essential |
| • post is subject to PVG membership and SSSC registration | Essential |

CONDITIONS OF SERVICE

Assistant Co-ordinator

(Supported Housing)



April 2025

Department: Community Services
Location: Riverside House, Peebles
Responsible to: Co-ordinator (Supported Housing)

SALARY

The salary applicable to the post is Care / Manual Grade B
£25,349 per annum - £13.00 per hour

Starting salary will depend on qualification. If the candidate holds the qualifications (as detailed in Person Specification) they will be appointed at the enhanced level.

PROBATIONARY PERIOD

This post requires the satisfactory completion of a six-month probationary period.

ALLOWANCES

Business Mileage Rates, currently 45p per mile, are payable for staff using their own vehicle on Association business.

PROTECTING VULNERABLE GROUPS (PVG) SCHEME

This post involves working with vulnerable adults and therefore registration with the PVG Scheme is required. Eildon will pay for PVG registration. However, if you leave Eildon employment within the first six months you will be required to repay the cost of registration.

REGISTRATION WITH SCOTTISH SOCIAL SERVICES COUNCIL (SSSC)

This post has a registration requirement with the SSSC. You must be registered within 6 months of your start date to confirm you are fit to practice. You are able to reclaim the cost of SSSC registration.

HOURS OF WORK

22 hours per week. Shifts will normally be 9.00am – 5.00pm and will include weekends. The actual pattern will be determined by the needs of the service and may therefore change from time to time to meet requirements. Shift rotas are normally planned in advance.

You may be required to undertake additional shifts at short notice in emergency situations, as outlined in the Care Services on Call (CaSOC) Service Specifications.

LEAVE

The leave year runs from 1 April to 31 March.

The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per leave year of service up to a maximum of 5 days. Leave for part-time staff is in proportion to hours worked.

METHOD OF PAYMENT

Monthly on the last Thursday of each month direct to employee's bank or building society account.

PENSION

All employees are normally eligible to join the Scottish Housing Associations' Pension Scheme Defined Contribution.

SICKNESS ALLOWANCE

All permanent employees will be entitled to sickness allowance as follows:

Service	Entitlement	
	Full Pay	Half Pay
up to six months	one week	nil
six months to one year	up to five weeks	up to five weeks
one – two years	up to nine weeks	up to nine weeks
> two years	up to 13 weeks	up to 13 weeks

NOTICE PERIOD

By Eildon:	One calendar month, subject to statutory minimum
By the Employee:	One calendar month

OUTSIDE WORK

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that no other work affects the performance of their duties with the Association.