

BIELD HOUSING & CARE

Post Title	Independent Living Assistant Co-Ordinator				
Service	Perth Hub				
Department	Customer Experience				
Responsible to:	Independent Living Co-Ordinator				
Responsible for:	Assistants, Cooks (supervisory responsibility)				
Developments	Development	Location	Type of Service	No of Properties	Meals Service
	Quayside Court	Perth	Retirement Housing with Meals	38	Yes
	Gladstone Court	Perth	Retirement Housing	33	No

Independent Living Approach

Our independent living approach provides specialist housing for older people and in some locations a meals service. Our local teams provide comprehensive support to improve tenant well-being, financial independence, enhance tenants' personal safety, ensure tenancy sustainment, and promote a positive living environment. Everyone who works for Bield is expected to adopt and apply our Independent Living Principles to all aspects of our day to day work and interactions with others.

Purpose of Job:

Working alongside the Independent Living Co-Ordinator (ILC) to ensure delivery of a high-quality Independent Living Co-ordinator management service to tenants across each of the services in the local hub. You will be responsible for supporting the ILC and working with local teams to:

- Provide effective support to enable our tenants to sustain their tenancy
- Promote financial wellbeing and assist with benefit claims / signpost to other sources of support internally and externally
- Support improvement of tenant wellbeing including personal safety
- Help to make links to the local communities and share information with tenants.
- Support and promote a positive living environment and enable tenants to age well in place.
- Ensure that all property and tenancy matters are dealt with effectively and in line with tenancy agreement.
- Where relevant ensure delivery of meals service.

Key Accountabilities:

1. Services Management

- a. Work with the Independent Living Co-Ordinator to ensure that services are managed effectively and adequately resourced at all times.
- b. Work with the Independent Living Co-Ordinator and support team colleagues to ensure consistency in practice across all developments in the local hub.
- c. Ensure that regular contact is in place for every tenant, to check their wellbeing and encourage connections with other tenants and community groups, taking appropriate steps to inform others (with the permission of the tenant) if you notice a decline or change in their wellbeing,
- d. Support the effective delivery of the meal service in relevant developments, this would include supporting staff with the Food Safety Management System.
- e. Ensure any complaints or concerns received are logged effectively and the Independent Living Co-Ordinator is informed.
- f. Work collaboratively with other teams to share and develop good practice
- g. Ensure there is effective communication across the staff teams
- h. Ensure that there is compliance with GDPR (General Data Protection Regulation) and that everyone understands their role within this.

2. Tenancy Management

- a. Ensure that all tenants are aware of and understand their rights and responsibilities in relation to their tenancy agreement
- b. Work with tenants and liaise with those closest to them to ensure that they are supported well to sustain their tenancy, this support can be from friends, family and/or external agencies.
- c. Support tenants to use technology, encourage them to log on to My Bield and access other services relevant to them.
- d. Respond effectively to all calls received through the warden call system, liaising with BR24 when necessary.
- e. Assist tenants to maximise their income to ensure that they can sustain rent payments and enabling them to remain financially independent
- f. Assist the Independent Living Co-ordinator to support tenants to reduce rent arrears
- g. Help tenants to stay safe within their accommodation by undertaking visits to discuss areas of concerns relating to the tenancy and support them to find solutions
- h. Undertake regular visits to the property to complete scheduled property health, safety and maintenance checks
- i. Work with the tenant to identify any areas of concern relating to their tenancy and assist them to identify solutions with any difficulties.
- j. Work with the Independent Living Co-ordinator to resolve less complex anti-social behaviour and neighbour issues in line with Bield procedures

3. Void Management

- a. Assist the Independent Living Co-ordinator and work with other departments internally to support the management of void properties within the hub area in line with Bield procedures.
- b. Assist in undertaking applicant assessments to assist in allocation of void properties

4. People Management

- a. Oversee a small team of staff who will support effective housing management and tenancy sustainment.
- b. Provide support and supervision to the team, ensuring they undertake all their mandatory training and understand Bield's Policies and Procedures.
- c. Work alongside colleagues in HR and the Independent Living Co-Ordinator to ensure that all procedures are followed effectively this would include:
 - i. absence management (sickness absence and annual leave)
 - ii. disciplinary and grievance,
 - iii. performance management
 - iv. annual and other types of leave.
- d. Recruit, induct, support, and develop the staff team, ensuring they have the skills and knowledge needed to carry out their role.
- e. Support the EHMA (assistants) and the wider staff teams across the hub, ensuring team members work in accordance with Bield policies, procedures and values.
- f. Ensure that employee cover is provided across the services
- g. Ensure that all local staff are kept updated of changes to policies and procedures and that these are implemented accordingly.

5. Property Management

- a. Report repairs on behalf of tenants who find it difficult to do so themselves.
- b. Ensure that maintenance issues for tenancies and communal areas are reported promptly within housing management systems and monitor that these are being completed within timescales
- c. Assist the Independent Living Co-ordinator Management Co-ordinator to ensure that all required inspections and development checks are undertaken and recorded accurately within the appropriate systems
- d. Assist contractors where appropriate on their attendance to the development.
- e. Be aware of the safety and security of the developments and highlight any areas of concern to appropriate colleagues
- f. Responsible for the Health and Safety issues relating to the development, ensuring that any areas of concern are raised in accordance with agreed procedures.
- g. Work with Property Management colleagues, local colleagues and tenants where there are planned works being undertaken to ensure that tenants are kept informed and steps taken to mitigate disruption to them and services.

6. Community Engagement

- a. Ensure that communal areas within the developments are well-maintained
 - b. Assist the Independent Living Co-ordinator Management Co-ordinator to promote and encourage the use of the communal areas by tenants, interested local residents and community groups
 - c. Maintain a note of local activities and groups that may be of interest to tenants
 - d. Be involved in promotion of tenant engagement across the services, including regular opportunities for tenants to meet
- Any other reasonable duties as assigned by your manager or other senior manager within Bield.

Health and Safety

- Ensure you have a good understanding of Bield's Health and Safety Policy and your roles and responsibilities to ensure a health and safe workplace.
- Ensure all staff understand Bield's Health and safety Policy and their responsibility to ensure a safe and healthy workplace.
- Ensure staff report any health and safety concerns that they may have, and they understand what a reportable incident under the Health and Safety Act is.
- Ensure that staff have a good understanding of the risk assessment process and the importance of keeping this up to date.
- Ensure that all staff undertake core health and safety training relevant to their roles, and this is regularly monitored and audited to ensure the safety of all.

Equality and Diversity:

- Bield Housing and Care promotes a workplace that is inclusive and diverse, as a manager we would expect you to develop a culture where everyone is treated fairly, staff know what behaviour is expected of them and that you have a good understanding of discrimination and the law and what is not acceptable.
- Staff should be supported to understand the procedures for reporting any concerns and for resolving problems they may encounter.
- It is also important that our tenants know that we have an inclusive workplace, and we promote diversity and that we will address any discriminatory behaviour.

Additional Information

- Your role will require you to work on a rota basis to ensure cover during core service hours, this may include working weekends and fixed public holidays.
- You will be required to work across all developments within the local hub, providing cover in line with the needs of the service.

Person Specification: Independent Living Assistant Co-Ordinator

Experience: This should reflect the level and type of experience required

Criteria	Level
	Essential or Desirable
Relevant work experience within a housing management setting (or equivalent) with responsibility for day-to-day management of services and people.	Essential
Managing a meals service ensuring team are supported to provide nutritionally balanced meals that meet customer expectations.	Desirable
Working with people within a housing, social care or health services environment.	Essential
Working with older people and/or those who are experiencing cognitive decline and those who have a diagnosis of dementia.	Desirable
Working with other professionals, which would include health and social work colleagues and other external partners.	Desirable
Carrying out risk assessments for tenants and workplaces and ensuring shared understanding of requirements.	Essential
Working effectively with colleagues as part of a larger management team.	Desirable
Supporting tenants to apply for benefits or signposting to other external/internal sources of support	Essential
Line managing individuals or a small team and supporting them to develop skills and knowledge relevant to their role.	Desirable

Knowledge, Skills and Behaviours: This should reflect the knowledge, skills and behaviours which reflect Bield's values and which the postholder must have to perform satisfactorily.

Criteria	Level
	Essential or Desirable
Knowledge and understanding of the policies and procedures that relate to housing management	Essential
An understanding of how to support the development of a meal service and how to ensure that the menus meet the tenants needs and expectations.	Desirable
Interpersonal skills and the ability to work well with all key stakeholders internally and externally.	Essential
The ability to connect with tenants and build positive and professional relationships whilst maintaining appropriate professional boundaries at all times.	Essential
Well-developed verbal and written communication skills	Essential
Able to organise and prioritise workloads	Essential
Ability to work calmly under pressure and to have the skills to defuse potentially volatile situations quickly minimising any distress to those involved.	Essential
Able to constructively challenge and improve existing practice and procedures.	Essential

Ability to maintain confidentiality and professional boundaries and to work on own initiative	Essential
A working knowledge of health, safety and hygiene standards and how they apply across each of the different services within the hub.	Essential
Knowledge of the Adult Support and Protection (Scotland) Act and how this keeps people safe.	Essential

PROFESSIONAL MEMBERSHIP AND QUALIFICATIONS: This section describes any professional memberships, level of qualifications required (or which would be required to be achieved by the post holder)

Criteria	Level
Chartered Institute of Housing Level 2 Certificate (or equivalent) qualification and/or equivalent work experience in similar role to establish practice.	Desirable

Service Specific / Contra Indicators: This section outlines any service specific requirements or things which you would prevent an appointment if not held – i.e if driving is a requirement of the role, then a valid UK driving licence is essential.

Criteria	Level
	Essential or Desirable
To have a genuine interest in, and an open flexible approach to, the promotion of excellent standards of care for older people.	Essential
A valid UK Driving Licence and access to a roadworthy vehicle insured for business travel	Desirable
To be able to work over a shift rota including days, evenings, and weekends.	Essential
To be willing to participate in training and travel to attend training/meetings as required.	Essential