

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Service Co-ordinator

**Location:** Madelvic Square

**Team/Directorate:** Customer Services

**Responsible To:** Housing Officer

**Responsible For:** Cook, Support Workers & Domestic Assistant, Bank Staff

# 2. JOB PURPOSE

Responsible for day to day Management of a Housing Support Service to the principals of the Scottish health & social care standards for older people or adults with additional support needs living in their own flats. This will include providing Housing Support to tenants, building management tasks, and ensuring all aspects of the service are provided to a high standard.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

**3.1**

**In Relation to House Management and Administration:**

* Carry out all administration regarding the efficient running of the service e.g. monthly returns to the office, tenant and staff records, staff rotas, other record keeping as required.
* Ensure that the Association’s Health and Safety policies are adhered to.
* Manage the service’s budget in conjunction with the Finance Department.
* Responsible for ensuring standards of Care Inspectorate at met with responsibility for the annual care inspectorate return
* To ensure that all tenants receive nourishing and satisfying meals taking into account the allocated financial budget, dietary needs and lifestyles of the residents. To share the responsibility of cooking and planning these meals in consultation with tenants, the cook and other staff as required.
* To follow the Food Management System and ensure a high standard of Food Hygiene at all times.
* To be responsible for the purchasing of day to day goods for the service e.g. food, cleaning materials etc.

**In Relation to Tenants:**

* Provide a highly supportive environment which allows tenants to live as independently as possible in their own home.
* Maintain a professional and collaborative relationship with partnership organisations in providing a seamless service to tenants. This will include Home Care workers, GP’s Social Workers, District nurses etc.
* Provide day to day support and stimulation to individual tenant’s e.g. daily calls, encourage involvement by each resident in the affairs of the service and to resolve interpersonal problems between tenants.
* Assess tenants on an ongoing basis, to ensure that their needs are being met. To make appropriate arrangements with the tenant, with the support of other staff, if and when their needs can no longer be met within the service. To make arrangements for any other services which may be necessary (such as Social Work or District Nurse services).
* Assess suitability of prospective tenants
* Carry out sign-ups for new tenants
* Carry out void inspections & raise appropriate works

**In Relation to Staff Management, Training and Development:**

* Recruit, Manage & motivate staff to carry out their delegated duties effectively to a high standard.
* Develop housing support staff work towards SVQ Social and Health Care level III & any other regulatory requirements.

**3.2 Key Performance Indicators**

Complying with Care Inspectorate reporting procedures

Achieving a high level of tenant satisfaction

Quarterly Cornerstone Meetings

Subject to monthly Management checks for all aspects of the building & tenants support plans

# 3.3 Key Contacts – Internal & External

# Staff, tenants/families, care inspectorate, social work department, GP’s, District Nurses, Home Carers, Police, other support agencies, suppliers, contractors

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**JOB TITLE**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Relevant qualification e.g. SVQ IIII in Social & Health Care & Leadership and Management for Care Services level 4/or willing to work towards this  SSSC registered  SCQF Level 9 Health and Social Care  in Adults  Leadership and Management for Care Services SCQF Level 10 |  |
| Experience | Significant experience in successfully monitoring and delivering individually tailored care/housing support services  Relevant experience in social care environment, particularly with older people or those with additional support needs  Experience of providing staff support & supervision |  |
| Knowledge | Advanced knowledge of Health & Social care issues |  |
| Skills | Developed negotiation skills & the ability to deal with challenging situations in a professional manner  Excellent Listening skills & observation skills  Highly developed communication skills  IT literate  Highly developed interpersonal skills to build & maintain strong working relationships | Ability to provide meals to tenants when required |
| Personal attributes | Positive leader & motivator  Ability to assess, prioritise & organise workloads effectively, to work under pressure & meet deadlines |  |
| Additional requirements | Early mornings & working until 8pm as required |  |