



RETIREMENT LIVING CO-ORDINATOR

Job Description and Person
Specification 2025

The Wrekin
Housing Group

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RETIREMENT LIVING CO-ORDINATOR

This is a broad outline of what is expected of the postholder:

RESPONSIBLE TO: RETIREMENT LIVING – TEAM LEADER

KEY OBJECTIVES:

- To provide an Intensive Housing Management services to residents living in a retirement living environment.
- To provide a home visiting service to maintain adequacy and safety of accommodation
- To provide 'The Group on your Doorstep'
- To work effectively as an area team
- To contribute to the continuous improvement of the Retirement Living Service

KEY RESPONSIBILITIES:

ACCESSING RETIREMENT LIVING ACCOMMODATION

- Carry out accompanied viewings, assessment of needs and sign –ups to ensure accommodation is right for the applicant
- To undertake regular well-being assessments assessing security, health and safety checks in and around the home
- Complete referrals for aids and adaptations to be installed in and around the home
- Complete referrals to Wrekin Housing Group's floating support service or other agencies for those residents who have been identified as requiring support and assistance.

- To facilitate and update welcome packs for all new service users

TENANCY MANAGEMENT

- To carry out a New Home visit 2-4 weeks after a resident has moved in to ensure they have settled in.
- Give assistance to access correct housing benefit assistance or financial advice to pay rent/service charges
- Work with the income management team to assist residents to pay rent and service charges. Ensuring that the process is understood and agreements for repayment of any debt are made.
- To work with the Team Leader/Lettings team with regards to void property management, lettings, viewings and property inspections.
- Assist in tenancy management matters; ensuring residents understand their rights and responsibilities in accordance with their tenancy agreement.
- Consult with residents on housing matters and housing policy formation and ensure that the correct media for communication is captured and regularly updated.
- Hold regular residents meetings on site and record outcomes and circulate to all.
- To assist residents to report cases of Anti-Social Behaviour
- To assist residents in preparing to move to more suitable accommodation. i.e. extra care, residential
- To organise and facilitate social activities

SAFETY AND SECURITY

- To carry out weekly/monthly fire alarm, smoke alarm and emergency lighting checks
- To ensure that all work activity is carried out in accordance with the Fire Policy.
- To organise regular 'fire drills' and ensure that the correct evacuation procedure is adhered to.

- Carry out monthly health and safety checks. Ensure all actions are documented and followed up.
- Keep communal areas clean, tidy and free from hazards
- Be responsible for arranging the monitoring the security and access to the building – Allowing access to health, social, welfare agencies and service and maintenance contractors.
- Carry out Health & Safety requirements in accordance with the guidance procedure

REPAIRS AND MAINTENANCE

- To be responsible for monitoring the quality of contractors providing services on scheme (services paid for via service charges such as grounds maintenance, window cleaning, laundry
- To report repairs in accordance with the Group's procedures for residents and communal areas
- Co-ordinate works relating to a handy person service to undertake small minor works such as replacing light bulbs, putting up shelves
- To work alongside Asset Management to identify residents who have a specific need relating to planned programme works.
- To be responsible for co-ordinating a timetable to access properties in order for planned works to be completed

ADMINISTRATION AND INCOME COLLECTION

- To collect and bank appropriately all monies for TV Licences, Guest Bedrooms & hire of the communal room
- Collate and monitor all aspects of the T.V. Licensing procedure ensuring the Wrekin Housing Group is complying fully with the regulations
- Be responsible for ordering supplies for the Scheme such as cleaning materials, stationary, furniture and equipment

- Ensure records are kept up to date and are easily accessible
- Complete grounds maintenance referrals for individual residents and communal grounds.

INTERNAL COMMUNICATION SYSTEM

- Respond call outs relating to mechanical failure of the equipment and any issues relating to housing management, security, activation of smoke alarms, reporting repairs
- To keep accurate records of visits and record any action taken. Report any follow up action that is required and refer to other agencies where appropriate.

EXTERNAL LIAISON/PARTNERSHIP WORKING/NEW BUSINESS

- Establish excellent links with outside agencies e.g. Social Services, GP's, health centres, visitors, carers etc
- Assist with the organization and setting up of publicity events, displays, open days to promote Retirement Living
- Installation of alarm equipment and respond to in hours calls.

GENERAL RESPONSIBILITIES:

- To assist the Group in striving to meet it's mission and to help foster a culture of continuous improvement
- To comply with the Group's Standing Orders, standards of probity relating to the Group's charitable status and Housing Corporation Regulation
- To uphold, as an individual employee, the Group's Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues
- To keep confidentiality at all times
- To give your Area Manager assistance with any day to day functions within the Retirement Living Service.

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PERSON SPECIFICATION

JOB TITLE: RETIREMENT LIVING CO-ORDINATOR

QUALIFICATIONS:

- Recognised First Aid at Work Qualification is essential or would need to work towards gaining qualification
- Basic Food & Hygiene Certificate is essential or would need to work towards gaining qualification
- 3 GCSE's (Grade A-C) or equivalent including English Language and Mathematics – Desirable
- Supported Housing Certificate or equivalent is highly desirable
- Driving Licence is essential
- RSA stage 1 is desirable

KNOWLEDGE, SKILLS AND EXPERIENCE:

- 1 Years experience of working in a customer services environment
- To be knowledgeable about all aspects of the business that affects Retirement Living
- Proven record of outstanding customer care
- Be able to prioritise work load
- Excellent Administration skills are essential
- Have excellent oral and written communication skills
- Basic IT skills essential

COMPETENCIES:

- Adheres to and promotes the Group's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual values of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communication of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Assists in identifying problems, offering appropriate ideas to resolve them.
- Plans individual work tasks to meet deadlines. Keeps managers and other involved parties informed of progress
- Demonstrates judgement and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information

OTHER

- Volunteering to work outside normal hours on a rota basis