

**Job Reference 0114 - 0085**

**Role of Sheltered Housing Coordinator, Bingham, Edinburgh, EH15 3JS**

Thank you for your interest in working with us. This job pack contains a copy of the advert as well as the job description and person specification.

The particulars of this post are:

- Competitive salary of £19,788 - £21,394 per annum
- 35 hours per week working dayshifts (on-call required)
- Generous Holiday Entitlement
- Ongoing training and professional development
- Choice of Pension Scheme

To apply please complete our application form or send your cv with a personal statement telling us a little bit about yourself and why you'd like to work with us quoting reference 0114 – 0085 to [jobs@trusha.org.uk](mailto:jobs@trusha.org.uk) or post to Human Resources, Trust Housing Head Office, 12 New Mart Road, Edinburgh EH14 1RL no later than 12 noon on Wednesday 23<sup>rd</sup> January 2019.

Our interview shortlist is determined by how you match up against the skills and experience the role demands and only successful applicants will be contacted again to attend the interview.

May I take this opportunity to thank you for your interest in working with us and wish you every success for the future.

Regards

*Sharon Chalmers*

Sharon Chalmers  
HR Assistant  
0131 444 1200

**Role:** Sheltered Housing Coordinator  
**Salary:** £19,788 to £21,394 per annum  
**Location:** Edinburgh, Bingham, EH15 3JS  
**Job type:** 35 hours per week  
**Job Ref:** 0114 - 0085  
**Closing Date:** Wednesday 23rd January 2019



**Trust Housing Association Ltd** has an exciting opportunity for a Sheltered Housing Coordinator to join our development based at Bingham in Edinburgh.

In return for your enthusiasm and commitment we will offer you: -

- Competitive salary of £19,788 - £21,394 per annum
- 35 hours per week working dayshifts (on-call required)
- Generous holiday entitlement
- Ongoing training and professional development
- Choice of pension schemes

Trust Housing Association is a national housing, support and care provider, offering a range of accommodation and support services. Primarily serving older people in our communities we also provide housing for families and individuals. We have over 2,500 households across the length and breadth of Scotland, from the Highlands and Islands all the way down to the Borders.

As Sheltered Housing Co-ordinator, you will play a key role in the lives of our tenants. Promoting and supporting independent living, you will develop a professional and caring relationship with individuals, providing advice and assistance linked to their individual support plan. In addition, you will build positive working relationships with colleagues in other agencies such as health care and social work.

You will ideally have previous experience working with vulnerable people, be able to demonstrate a clear empathy with our client group as well as be able to exhibit excellent communication and negotiation skills.

Previous supervisory experience along with an appropriate qualification in Health and Social Care or be willing to commit to achieve this qualification in order to comply with the registration requirements of the SSSC. On a personal level, candidates should be well organised and approachable with excellent interpersonal skills. You will be required to work 35 hours per week, Monday to Friday. Due to the requirement to provide on-call cover (Monday – Thursday) candidates must be able to respond to an emergency and be able to return to the development from home within 20 minutes of the call.

Trust is an Investor in People Gold accredited employer, a Leader in Diversity and a great place to work.

We are an equal opportunities employer and welcome applications from all sections of the community.

Trust Housing Association is a Registered Scottish Charity- SC009086



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# Trust Housing Association Ltd Job Description

**POST:**  
Sheltered Housing Coordinator

**LOCATION:**  
Development Based

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## PURPOSE OF JOB

To ensure the delivery of housing support and landlord services to tenants.

## MAIN DUTIES & ACTIVITIES

Provide and maintain a high standard of support and housing management service to our tenants in line with Trust policies and procedures.

Assess and review tenants' support needs and ensure that agreed support detailed in their personal plan and service agreement is provided in a way that maximises independence, choice and rights.

Coordinate all development activities and assist tenants to development and maintain a Registered Tenant Organisation.

Take action to minimise risk for tenants, staff and visitors by taking appropriate steps to ensure safety, cleanliness and maintenance of the building.

Respond appropriately to both fire alarm calls and warden call alarms.

Respect the rights, confidentiality and independence of tenants'.

Carry out appropriate administrative tasks related to the post.

Responsible for the support and supervision of other members of staff within the development.

Where required, provide an on call service between midnight and 8am Monday to Thursday inclusive.

Undergo relevant training; conduct/attend team meetings and one to one support sessions.

When required carry out home visit assessments for applicants who have applied for housing with the Association.

Carry out void property inspections.



Report maintenance issues promptly to the Repairs Team and to ensure reported maintenance issues are responded to and tenants are kept informed of progress, where appropriate.

Any other reasonable duties required by the Association.

## **EQUALITY, DIVERSITY AND INCLUSION (EDI)**

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
  
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

## **REPORTING ARRANGEMENTS**

The post holder reports to the Service Manager, Housing and Support who will agree through regular one to one meetings, the relative priority to be given to the above tasks. The post holder will, however, be responsible for organising and prioritising their own workload on a day to day basis.



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## PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Effective communication and interpersonal skills	✓	
Ability to liaise and negotiate with internal/external colleagues, residents and applicants.	✓	
Effective written and verbal presentation skills; basic numeracy skills	✓	
Ability to support and motivate colleagues	✓	
Ability to use a computer in a windows environment, in particular Microsoft outlook and word.	✓	
Education, Qualifications, Training & Development	Essential	Desirable
SVQ Level 3 in social care or willingness to undertake	✓	
Willingness to undertake all other appropriate training for the post.	✓	
Other factors and attributes	Essential	Desirable
Experience of and empathy with issues affecting older people.	✓	
Basic property maintenance awareness		✓
Previous relevant experience in a related customer facing role.	✓	
Commitment to continuous improvement	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	

Signed \_\_\_\_\_

Dated \_\_\_\_\_

Print Name \_\_\_\_\_



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