


## Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Service Co-ordinator	
Department	Customer Services	
Reports to	Assistant Area Manager	
Grade:	6	
Date:	May 2014	

### Purpose of Job

To be responsible for the day to day management and development of the Housing with Care Service, the housing support and housing management services within identified properties in accordance with the Association's policies and procedures ensuring that all relevant legislation and regulations are met and complied with for the effective management of the service.

### Main duties and responsibilities

1. To lead, manage and motivate staff using a teamwork approach.
  - 1.1 To ensure that the service is adequately staffed at all times in accordance with approved staffing arrangements.
  - 1.2 To establish, monitor and maintain consistent standards of staff performance. To undertake Employee Performance Reviews, supervision and induction training for staff.
  - 1.3 To ensure that staff training needs are identified and any agreed training is delivered.
  - 1.4 To be responsible for recruitment of staff for the service.
  - 1.5 To manage any staffing issues, such as discipline, absence, grievance, etc by using the Association's applicable policies and procedures.
2. To manage the housing management service within the properties covered by the Housing with Care service.
  - 2.1 With the relevant Area Administrative Officer, allocations and tenancies for those living in properties within the service.
  - 2.2 Ensure, in conjunction with the relevant Area Office Staff, that repairs and other estate management functions are completed satisfactorily.
3. To manage the housing support service associated with the service
4. To act as Branch Manager for the service as required by the Care Inspectorate.
5. To ensure that the contractual obligations on the Association as they relate to service provision contained in the contract and service specification agreed between Scottish Borders Council and Association are met.

6. To manage the service in accordance with relevant Association standards and procedures.
  - 6.1 To liaise with external agencies as required in relation to the promotion and operation of the service.
  - 6.2 To act as the main point of contact for current and prospective service users and, with other responsible staff, carry out assessments of the needs of such service users prior to the commencement of and during service delivery.
  - 6.3 To deal with service users' enquiries and complaints about the service and to put in place measures to monitor the quality of service delivery.
  - 6.4 To ensure that relevant health and safety standards and controls are applied as required. To undertake risk assessments as they relate to the service.
  - 6.5 When required, ensure the provision of an effective food preparation service by staff appropriately trained in food handling.
7. To actively develop and market the service in accordance with the Association's Marketing Strategy. This will include the development of promotional literature and participation in marketing initiatives.
8. To ensure that delegated administrative responsibilities are undertaken effectively.
  - 8.1 Ensure service user records and Personal Plans are maintained and updated in a clear manner and that confidentiality is observed.
  - 8.2 Ensure that income and expenditure reporting is undertaken in accordance with Association policies and procedures.
9. Be responsible, with the Assistant Area Manager, for budgets and expenditure associated with the housing with care, housing support and housing management services.
10. To give guidance and support to staff in the areas of Care Inspectorate and Scottish Social Services Council requirements.
11. To keep under review the Association's policies and procedures as they relate to care services.
12. Where appropriate the post holder will deliver training in relation to housing and care service areas of operation.
13. To participate in the on-call rota for the Housing with Care Service as required.
14. To assist, liaise and share knowledge and experience with colleagues as required.
15. To be responsible for the security and management of the office base at Glenfield Court, Galashiels.
16. To undertake other duties and responsibilities delegated by the Line Manager.

## **Responsibility for Staff**

These will include Sheltered Housing Managers, Care Assistants, Cleaners and Mobile Staff and Casual Workers involved in the service.

## **The Job Context and Other Relevant Information.**

The postholder:

- Must have due regard at all times that routines and practices are person centered, adhere to the National Care Standards and the Care Inspectorate requirements.
- Must discharge their relevant duties and responsibilities under the Health and Safety at Work etc Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practices and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- Must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- Must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the postholder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

## Person Specification

**Job Title: Service Co-ordinator**

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/Desirable
<b>1. Skills/Abilities/Knowledge</b> <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
<ul style="list-style-type: none"> <li>Fully competent in office practice making maximum use of information technology efficiencies.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Good level of interpersonal skills with the ability to communicate effectively, both orally and in writing, with persons at all levels</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Competent user of Microsoft or equivalent standard applications (Excel, Word) and corporate databases</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Ability to prioritise a varied workload and produce quality work to deadlines</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Able to manage staff in the service well and coordinate productively with external agencies to deliver high quality services.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Able to operate in a working environment where it is the norm to match job performance to practice standards in the interests of optimum service provision</li> </ul>	Essential
<ul style="list-style-type: none"> <li>To lead and train staff in approved care practices and via monitoring and supervision ensure these are consistently delivered to specification</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Able to assess service user need and deliver services in accordance with Personal Plans</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Able to deploy staff time viably in terms of costs with due regard to skills and service user need</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Comprehensive basic skills in health and safety including identification and reporting of hazards and risk assessment to eliminate, reduce or control risks.</li> </ul>	Essential

<b>2. Experience</b> <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> <li>Two years experience of managing staff teams well and sound liaison with partner agencies'/services.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Two years practical experience in managing care and/or support services</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Sound knowledge of the needs of older people and the ability to foster an environment of dignity, respect, tolerance and</li> </ul>	Essential

understanding by working positively with service users and their Carers/families	
<ul style="list-style-type: none"> <li>Knowledge and experience of National Care Standards and Care Inspectorate guidance</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Knowledge and experience of housing management.</li> </ul>	Desirable

<b>3. Education/Qualifications</b> <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> <li>Relevant nursing, Social Work or related qualification</li> <li>SVQ Level 4 and management qualification permitting registration as a Manager with the SSSC (Scottish Social Services Council) when required, or willing to work towards such a qualification</li> </ul>	Essential  Essential

<b>4. Other</b> <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> <li>Ability to work on own initiative with minimum supervision and as an effective team member</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Current clean driving license</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>Empathy and appropriate professional conduct/ detachment in working with potentially vulnerable persons. Includes application of the Scottish Social Services Council Code of Practice for Social Services Workers and Employers</li> </ul>	Essential
<ul style="list-style-type: none"> <li>This post requires PVG Scheme membership</li> </ul>	Required by law
<ul style="list-style-type: none"> <li>Ability to participate in an on-call rota</li> </ul>	Essential

<b>5. Equal Opportunities</b> This Association 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 postholder is willing to work in accordance with existing policies and codes of practice	Essential
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