

Job Description

Job Title :	Scheme Coordinator (Peripatetic)
Directorate:	Communities Directorate
Responsible to :	Area Housing Manager through Housing Officer
Job Purpose :	<p>The post holder's primary role will be to manage structured care and support for residents, deal with emergencies and ensure the smooth running of the scheme in compliance with the Scheme Coordinators manual.</p> <p>The role will provide absence cover as required at various locations throughout Radius stock.</p>

1.0 Leadership and Management

- 1.1 Provide leadership to the team in your area of expertise and support staff ensuring personal development through the appraisal process to achieve team and personal objectives.

2.0 Best Practice

- 2.1 Participate in the preparation of quality awards and business improvement submissions.
- 2.2 Participate in forums and working groups to take on new ideas and learning to continuously improvement of our service.
- 2.3 Ensure new tenants are welcomed, inducted into scheme life and given relevant information about the scheme and the services provided. Enable integration and provide required support.
- 2.4 Adhere to the Scheme Coordinator's Manual and Staff Handbook which will be added to and amended as necessary to reflect aims and objectives.
- 2.5 Comply with the requirements of the Data Protection, Equal Opportunities and Equality Legislation.
- 2.6 Attend training courses, staff conferences, which may be organised outside the normal place of work.

3.0 Resident Support

- 3.1 Make daily contact with all residents except for those who have opted out of this service.
- 3.2 Liaise and communicate with statutory and voluntary agencies including: doctors; relatives; ambulance personnel; clergy; hairdressers; PSNI; social workers; community nurses etc and all other forms of support as appropriate to the welfare of the residents. This will include consultation and assistance from the Housing Officer.
- 3.3 Respond immediately to any emergency received during hours of work; summon appropriate assistance, contact relevant agencies and next of kin.

- 3.4 Deal with emergencies, illnesses and deaths in a sensitive, supportive and responsible manner.
- 3.5 Ensure the provision of a range of social events including coffee mornings, luncheon clubs, regular entertainment and outings as appropriate in consultation with the residents. Social events can take place during working hours and can be scheduled outside normal working hours in agreement with your line manager.
- 3.6 Liaise with Telecare employees in accordance with agreed protocols and carryout early morning calls for those residents signed up to the service (see 3.1).
- 3.7 Complete a support plan for each resident in consultation with the resident and keep files confidential and up to date for all residents. Update support plans every 6 months ensuring compliance with Supporting People guidelines.
- 3.8 Keep a scheme diary of key events/incidents and keep all scheme paperwork in order.
- 3.9 Understand and respect confidentiality of information received and provided relating to individual tenants.

4.0 Scheme Management

- 4.1 Responsible for maintaining the petty cash facility including the guest room and any other financial records in accordance with guidance and procedures.
- 4.2 Supervise the cleaning of the building by domestic or contract cleaners, assist cleaners with the removal of the bins and ensure a clean and safe working environment, (where appropriate).
- 4.3 Ensure clear access to the main doorway entrance, including gritting of doorways if necessary.
- 4.4 Report repairs and maintenance problems and immediately report issues which pose a health and safety risk.
- 4.5 Encourage and support the use of the common room by residents, for social activities.
- 4.6 Supervise the security and proper use of the building and its facilities for the benefits of the residents whilst on duty.
- 4.7 Hold an annual event for residents where the importance of group vigilance against burglary and break-ins is highlighted.
- 4.8 Facilitate and undertake accompanied viewing of vacant properties with prospective tenants, promoting the profile of the Sheltered Scheme within the Community.
- 4.9 Provide information as required to the Housing Officer relating to repairs; incidents; accidents; complaints and activities within the scheme in accordance with procedures.
- 4.10 Attend resident's meetings during working hours and ensure the residents committee is operated in accordance with RADIS's Constitution.
- 4.11 Maintain and regularly update local information regarding emergency evacuation of the Scheme as per the Business Continuity Plan.
- 4.12 Provide residents with guidance and training on what action is to be taken in the event of a fire. Perform and record the weekly testing of the fire alarm system and conduct and record a resident evacuation fire drill every 6 months.
- 4.13 Ensure the safe preparation and consumption of food on Radius property in strict accordance with the organisations Food Hazard Analysis Policy and Procedure.
- 4.14 Carry out testing of call systems, fire alarm systems, lifts, emergency lighting, and complete boiler and battery checks to ensure all equipment and systems are maintained satisfactorily. Ensure appropriate follow up action to any issues arising.

- 4.15 Record, maintain and monitor records relating to general tenancy information, terminations, property inspections complying with and processing paperwork as required in accordance with agreed policy and procedure. This will include ensuring keys and paperwork are forwarded to the relevant departments within agreed timescales.
- 4.16 Respond to any issues arising either relating to the tenant's behaviour or between tenants including tenant/neighbour disputes, challenging behaviour, providing information/advice on the organisations complaints policy/procedure, reporting on these matters to your line manager where necessary.

5.0 General

- 5.1 Undertake activities, where appropriate, representing the Association in a respectful and mutually supportive manner to external groups or the general public.
- 5.2 Conduct all activities in a manner which is safe to yourself and others acting at all times in accordance with the Health and Safety Policy.
- 5.3 Employees represent the Association and should attend work neat, tidy and clean in appearance which includes their work area/clear desk in line with the Code of Conduct and Health and Safety policy.
- 5.4 Undertake other delegated duties appropriate to the scope and function of the grade of post including cover duties during periods of absence e.g. sickness, annual leave.
- 5.5 Promote and ensure compliance with the Association's statutory Equality Duties.

This post is based at Radius Schemes. However, due to the nature of the Association's stock, this post has a mobility clause in that the post holder must be prepared to work as directed and support as and when required other schemes. The post is also subject to flexible working and will require some working outside of normal business hours.

As the postholder may be required to travel as part of their duties between Association premises, they require a current full driving license and access to suitable transport to carry out the duties of the post.

All employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of gender including gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, race or ethnic origin, religious belief, political opinion, national identity, age, disability or whether or not they have dependants.

This job description is not exhaustive and may be amended to facilitate changes in the better organisation of Radius activities and following consultation with the Job Holder.

Radius operates a 'No Smoking' policy which includes the use of devices such as e-cigarettes.

Person Specification - Scheme Coordinator (Peripatetic)







ESSENTIAL CRITERIA (demonstrate on application form)	
1	<p>Good general level of education to include at least 5 GCSE's or equivalent to include English and Maths (at a minimum of Grade C)</p> <p style="text-align: center;">OR</p> <p>2 years' experience of working in a sheltered or supported housing environment</p>
2	Understanding and awareness of the needs of older people and service provision
3	Awareness of safeguarding vulnerable adults and ability to maintain confidentiality
4	A minimum of one year's experience working with older people or other relevant client groups
5	<p>A current full driving license and access to a suitable form of transport to carry out the duties of the post*</p> <p>(*where an applicant indicates that a disability prohibits them from driving, this criterion will be waived at the shortlisting stage. In such circumstances, consideration will be given in any subsequent offer of appointment to suitable alternative arrangements that the candidate may be able to put in place that would enable them to meet the travel requirements for the post).</p>
DESIRABLE CRITERIA (demonstrate on application form)	
1	Experience of sheltered accommodation or other resident care position with relevant training
2	Experience of working with tenants/community groups/partnership working
SPECIALIST KNOWLEDGE (tested at interview)	
<ul style="list-style-type: none"> • Good organisational & time management skills • Ability to use own initiative and team worker • Sensitive & supportive to people's needs • Encourage and enable tenant involvement in scheme management • Good Communication skills <p>Ability to communicate clearly and effectively</p>	

Please note:

- Applicants will be required to provide confirmation of relevant qualifications / memberships at interview.
- Successful applicants will be required to complete an Enhanced Disclosure Check. Having a criminal conviction will not necessarily debar an applicant from working with the Association. Disclosure information will be handled in line with the Access NI Code of Practice and the Rehabilitation of Offenders (NI) Order 1978.
- Radius reserves the right to shortlist on the desirable criteria if necessary.

CORE COMPETENCIES

At Radius, we put our customers at the centre of all we do. The overall purpose of the Association is to make a positive difference by providing homes, support and care for people, building neighbourhoods and empowering communities. Our values are aligned to this and focus us on what we are about. The behaviours we want our employees to have are outlined below and will help us deliver a quality service to our customers.

Competency	Definition
 Setting Direction Change and Continuous Improvement	<p>Radius employees will have initiative, be innovative and seek out opportunities to create effective change. They will learn from what has worked as well as what has not, being open to change and improvement and working in 'smarter' more focused ways.</p> <p>For leaders, it is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions.</p>
 Setting Direction Leading and communicating	<p>Radius employees will have pride and show enthusiasm for the services they provide, communicating purpose and direction with clarity and openness. They will support the principles of fairness of opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and future vision; managing and engaging with people in a straightforward, truthful, and open way.</p>
 Delivering Results Managing Performance	<p>Radius employees will have a focus on delivering timely performance, taking responsibility and accountability for quality outcomes. They will work to agreed goals and activities, and deal with challenges in a responsive and constructive way.</p> <p>For leaders, it is about setting clear, aligned performance goals and objectives for self, others and the organisation.</p>
 Delivering Results Customer Focus	<p>Radius employees will establish the needs of customers and strive to ensure that these are met. They will understand the needs and expectations of customers to enable the effective delivery and development of an appropriate quality service which exceeds customer expectations.</p> <p>For leaders it is about seeking feedback, involving customers and consulting broadly on customer needs</p>
 Engaging People Working with Others	<p>Radius employees will work collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues.</p> <p>For leaders it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.</p>
 Engaging People Valuing Equality and Diversity	<p>Radius employees will treat everyone with professional and personal respect, behaving ethically and with integrity and promoting fairness and recognising the value of diversity.</p> <p>For leaders it is about creating a work culture and practices that recognise, respect, and value diversity for the benefit of the association.</p>