

**Role**            **Service Coordinator – Swansea Older Persons Support Services**

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**Team**            **Older Persons Support**

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**Reports to**    **Team Leader – Swansea Older Persons Support Services**

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### **What you'll do...**

This is an exciting role where you will support your team to engage with our service users by providing individually tailored tenancy related support, building their resilience and enabling them to make informed choices about their future. The key aim is to help service users sustain tenancies and in so doing, support and enable tenants to lead a more stable and flourishing life.

We are looking for a Service Coordinator who will promote and work within our Psychologically Informed Environment (PIE) framework, taking into account those that have experienced trauma and adverse childhood experiences (TrACE).

With a person focused approach, you will ensure the successful delivery of our high quality tenancy related support to our over 50s service users. You and your team will deliver a person-centred service which creates a genuine and positive atmosphere within the community.

You will be based in the community ensuring and supporting your team to support people to live a flourishing life. A key focus of the project is supporting people at imminent risk of losing their accommodation to take the necessary steps to prevent homelessness.

You and your team will make a real difference to the lives of other people as you work with people to develop their personal, flexible and person-centred tenancy support plans so that they can live their life to its fullest potential, as independently as possible and in their own home.

## What we expect from you...

The most important qualities we look for in our recruitment and selection processes are person centred people who have a partnership approach and make a personal commitment to finding solutions.

As a Service Coordinator you will ensure that the people that use our services are at the centre of our work. That you have a commitment to active service user involvement in helping to sustain tenancies and become independent. You will be expected to build partnerships with those you work with and the wider community.

We want you to live our values through your attitude and behaviours towards colleagues, tenants, and stakeholders. It is essential that you champion and demonstrate these Values in all you do.

*The Caredig Way – Together we proudly create great places to live and work.*

**People** – by ensuring that we are easy to communicate with and treat people as individuals.

**Homes** – by building and maintaining sustainable, affordable homes where people feel safe and secure.

**Communities** – by encouraging people to feel supported and connected to the communities they live in.

Together we are:

- **Kind** – We recognise that relationships are at the heart of everything we do, and at the heart of good relationships is kindness.
- **Trusting** – We trust people to do the right thing, and through mutual trust and respect we want everyone to feel that they belong.
- **Innovative** – We continuously strive to be the best we can, constantly seeking creative ideas to improve and grow.
- **Accountable** – We accept the responsibility of our role and recognise the importance of being held accountable for our actions.

We request all employees to...

- ☐ Keep up to date with changes in systems, policies, procedures and working practices.
  - ☐ Take ownership for your own personal safety and of those around you.
  - ☐ Take the opportunity to develop your skills and knowledge.
  - ☐ Take responsibility for the integrity of the data you use ☐
- Contribute to a happy and positive workplace.
- ☐ Treat everyone with respect and adopt a positive approach to diversity and inclusion.

## **What you'll be responsible for...**

- To Support the Team Leader ensuring the successful delivery of an outcomes focused support services.
- To ensure services are delivered in accordance with contractual requirements and other relevant legislation/regulations or Housing Support Grant funding requirements.
- To demonstrate the ability to inspire, lead and motivate colleagues by developing a culture of co-operation and collaboration. You will role model positive, values-based behaviours, and instil these within your team.
- To work within a psychologically informed environment framework.
- To ensure you and your team deliver tenancy related support services in accordance with individual progression support plans.
- To ensure you and your team establish individual support needs through discussion and assessment.
- Understanding of benefit system and ability to support service users with appeals.
- To report any suspected abuse of our service users.
- To work in accordance with the Care Council for Wales Code of Practice for Social Care Workers.
- To maintain accurate and comprehensive records in accordance with the Associations policies and procedures including the use of Caredig I.T systems where relevant.
- To ensure that confidentiality is always maintained.
- Work as part of a team.
- To understand and work within Caredig policies and procedures.
- To work always in a positive co-operative and supportive manner.

## **Who you'll be working with...**

- ☐ The Team Leader – Swansea Floating Support Services

- ☐ Senior Floating Support Workers
- ☐ Service users and their representatives
- ☐ External stakeholders
- ☐ You will work collaboratively with colleagues, particularly Housing Team, the Community Engagement Team, Money Solutions, other Floating Support departments in Caredig

## Other...

- ☐ To be aware of Caredig's Single Equality Scheme regarding both employees and tenants and to assist in eliminating all areas of inequality and discrimination.
- ☐ To be prepared to undertake any training required to improve one's skills and enable the post holder to carry their job out more effectively.
- ☐ Be aware of his/her responsibilities under the Health and Safety at work Act and ensure safe working systems and procedures are adopted at all times.
- ☐ Any other duties deemed reasonable by management within the remit of the role.

## About you

What's needed for the role and whether it is essential or desirable

Skills, Knowledge, Experience	Essential	Desirable
Sound understanding of the economic, social and well-being issues affecting people living in social housing.	✓	
Ability to prioritise your workload – Ability to manage your time effectively to carry out required tasks and meet set deadlines.	✓	

Ability to problem solve - Analyse and interpret information and respond to situations creatively.	✓	
Ability to effectively communicate – Actively listen and tailor your message as necessary both verbally and in writing.	✓	
Ability to effectively use IT – Well developed competencies in wordprocessing, databases & spreadsheets and accessing & updating computer systems.	✓	
A professional qualification relevant to the area of work.		✓
Current clean driving licence and daily access to a vehicle	✓	
Required to have an Enhanced Disclosure & Barring Service check	✓	
Experience of working under Housing Support Grant Framework		✓
Experience of working with substance misuse or mental health sectors		✓
Experience working within a tenancy related support service		✓
Previous experience of working in a psychologically informed way		✓
Ability to communicate through the medium of Welsh		✓