Role profile – Resident Services Coordinator

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| **Role Summary** |
| The role is as a member of the frontline service delivery team. It will hold responsibility for:   * Providing tenancy sustainment services for tenants of all tenures; * Working as part of a mobile, integrated service delivery team to deliver high quality services; * Working with colleagues to achieve performance, quality and contentment targets; * Demonstrating the values and desired behaviours of IDS; * Helping ensure tenant and personal safety is at the heart of what we do. |
| **Principal Accountabilities** |
| * To lead on the gathering of high quality insights into the sustainment needs of tenants; * To lead on developing a tenancy sustainment offer focused primarily on age and types of vulnerability, across sheltered services and general needs outreach; * To lead on developing a range of sustainment service and sign-posting options, including the roll-out of digital solutions and assistive technology; * To oversee sustainment assessments and the delivery of sustainment plans and actions; * To work with asset management colleagues to ensure homes meet the needs of tenants; * To build local partnerships that deliver additional support options and build community activities; * To support the delivery of allocations and lettings, tenancy intervention and estate management activities; * To be the primary point focus for sustainment services and for seeking tenant involvement in service planning, feedback and scrutiny; * To provide high quality performance information and feed back to stakeholders. |

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| |  | | --- | | **Values & Core Competencies** | |  |   **Values**   * One Team * Trust * Agile   **Core Competencies**   * Manages Performance to Deliver Results * Communicates Effectively * Delivers Service Improvements and is Customer- Focused * Values Others * Develops Self and Others * Works Effectively as part of a Team * Role Specific Competencies – which will be agreed with your manager  |  | | --- | | **Person Specification** | |  |  * Flexible and customer-focused working style, able to provide cover across housing management roles; * Coordinating the provision of services for vulnerable or older residents and in the assessment of needs and risks; * Delivering services within a collaborative team environment; * Working within a mobile, digitally enabled environment; * Partnering with specialist service providers to broaden support options and build capacity; * Excellent written and verbal communication skills.  |  | | --- | | **Required Postholders Outcomes** | |  |   To achieve:   * A body of insight to inform creation of a tenancy sustainment offer; * Tenancy sustainment interventions including application of assessment criteria, delivery of a menu of support options and management processes; * The creation and development of local partnerships and capacity building relationships; * Achieve agreed performance, quality and contentment targets; * Deliver high quality performance reporting and value-add feedback to stakeholders; * Demonstrate the core values of IDS at all times. |