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.
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| **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**  |
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**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

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| **Person Specification**  |
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* 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.

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| **Required Postholders Outcomes**  |
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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.
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