**Role profile – Resident Services Coordinator**

|  |
| --- |
| **Role Summary** |
| The role is as a member of the frontline service delivery team. It will hold responsibility for:   * Providing an accessible housing management service to tenants of all tenures; * Working as part of a flexible, 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 help build insight into the sustainment needs of IDS tenants; * To assess the needs of individual tenants and agree tenancy sustainment action plans; * To provide, coordinate and signpost tenancy sustainment support; * To work with local partners to identify support options and community activities; * To raise repairs works orders on behalf of tenants; * To support the delivery of allocations and lettings, tenancy intervention and estate management activities; * To support community events, relationship and capacity building activities; * To help develop a sustainment offer based on outreach and adoption of assistive technology. |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **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, and to provide cover; * Working with vulnerable or older residents and in the assessment of needs and risks; * Working within a collaborative team environment to deliver sustainment solutions; * Working within a mobile, digitally enabled environment; * Working with specialist service providers to support signposting; * Excellent written and verbal communication skills; * Well organised, work independently and able to make empowered decisions.  |  | | --- | | **Required Postholders Outcomes** | |  |   To achieve:   * Demonstrate contribution to insight building and creation of a sustainment offer; * Demonstrate value of support provided in sustaining individual tenancies; * Demonstrate contribution to creating local partnerships and relationships; * Achieve agreed performance, quality and contentment targets; * Demonstrate the core values of IDS at all times. |