**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 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.
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| **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.
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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, 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.

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| **Required Postholders Outcomes**  |
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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.
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