

Job Description

Job title:	Older Persons Customer Co-ordinator	Location:	Merseyside
Responsible for:		Responsible to:	Older Person Services Team Leader

Overview of the role

- To provide our customers with a cost effective, high quality, enhanced housing service that meets the needs and requirements of older and vulnerable people
 - To be a first point of contact for our customer, other internal teams and stakeholders, for specialist advice and assistance.
- Deliver a variety of initiatives that help promote good health & wellbeing, sustain tenancies and aid independent living
- To assist maintaining the safety and security of their homes and to comply with the requirements of their tenancy agreement.

Main responsibilities and accountabilities

- To conduct customers assessments to ensure that the appropriate level of assistance is sought.
- Work cohesively with all stakeholders to ensure health and wellbeing of our customers is maximised.
- To ensure that any signs of safeguarding are actioned immediately and escalated where necessary.
- Assess and advise of any aids and adaptations to suit requirements and settling in all new customers.
- Administration/Management of housing files/records and databases
- Helping customers to engage with support that enables tenancy sustainment and independent living.
- To work alongside Asset Management to identify residents who have a specific need relating to planned programme works.

- To act as a co-ordinator to involve all appropriate relatives and relevant agencies when a resident's physical health or mental health deteriorates and to initiate a case conference when needed.
- To advise and assist residents with any low level problems regarding their neighbours or the local community in conjunction with other colleagues to ensure the accommodation provided remains adequate and safe for all residents.
- To give assistance to access correct housing benefit assistance or financial advice to pay rent/service charges and assist with low level arrears
- Identify when Telecare equipment is required or faulty and demonstrate correct use of the system to customers
- To assist in the process of letting properties and contribute to the update of relevant information booklets for new customers
- Arrange and promote regular customer drop in sessions
- To conduct and record regular communal inspections where there are schemes of properties to ensure the organisation meets it's legal and corporate responsibilities
- Ensure all communal areas are compliant with fire legislation and health & safety requirements, ensuring there are no hazards and obstructions
- To be responsible for monitoring and recording the quality of contractors providing services on scheme (services paid for via service charges such as grounds maintenance, window cleaning) Escalate where necessary
- To be flexible and agile to deliver services that may be required at weekends and bank holidays

Key contacts

The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below.

Key internal contacts are:

- Older Person Services Officer
- Customer Access Team
- Housing Team
- Repairs & Assets
- H & S and Compliance
- Community Safety Team
- Income & Welfare Team

Key external contacts are:

- Social Services
- Local Councillors
- GP's
- Activity Providers
- Police

Person Specification

Job title: Older Persons Customer Coordinator

Area	Requirements
Education	<ul style="list-style-type: none">• Qualifications and or experience demonstrating sound literacy, numeracy, and IT skills.• Full driving licence and use of a car.
Experience & knowledge	<ul style="list-style-type: none">• Good understanding of issues faced by older and vulnerable people• Knowledge of Safeguarding• Excellent communication skills, ensuring with the ability to communicate clearly, working with members of the public, particularly older people in an empathetic manner• Ability to work alone and as part of a team• Strong organisational and problem solving skills• IT experience working with Microsoft, particularly Outlook, Word and Excel• Demonstrates an understanding of the importance of Health & Safety and Compliance• Able to work well under pressure

Personal qualities

- Sensitive and supportive
- Solution based approach
- Takes ownership and see task through to completion
- Takes care and pride in all they do
- Friendly and professional



learn and grow

we embrace change

we learn from our experiences

we take pride in developing ourselves and others



work together

we are one

we share a purpose

we support and are supported



achieve for our customers

we care

we go the extra mile

we create positive experiences for our customers



take ownership

we are decisive

we see things through

we trust and are trusted to do the right thing

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.