

<b>Job Title:</b>	<b>Retirement Housing Coordinator</b>
<b>Based at:</b>	<b>Retirement Housing Scheme</b>
<b>Position reports to:</b>	<b>Senior Housing Officer</b>
<b>Responsible for:</b>	<b>None</b>

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### **Job Purpose:**

To manage and be responsible for all aspects of the smooth day-to-day running of the retirement housing scheme, in accordance with all procedures and guidelines issued by the association.

While the following list of examples is not exhaustive, it is designed to give the post holder an idea of the types of activities and level of responsibility expected of them within this role:-

### **Examples of key responsibilities and accountabilities**

#### **Customer Contact - The post holder will:**

- Promote and maintain a customer centred approach at all times to accord with the high standards expected by the Association in its retirement housing scheme.
- Provide a range of tenancy services to tenants and promote the scheme and facilities to prospective tenants
- Ensure any services required by tenants are sought as soon as possible
- Work closely with housing providers, agencies and professionals as appropriate
- Establish regular contact with tenants and respond appropriately and timeously to enquiries relating to tenancy management and liaise with relevant operations staff.
- Ensure regular meetings are held and opportunities exist for tenant participation including participating in estate walkabouts.
- Work closely with Housing and Maintenance Officers in relation to reporting repairs and arranging adaptations, including assisting with the Association's voids and allocations process.
- Report anti-social behaviour and assist the Housing Officer or other agencies, where possible in the resolution of issues
- Report repairs as appropriate to the Customer Service Team.
- Have regard to health and safety of staff, customers and members of the public.
- Respect the dignity, privacy and confidentiality in all matters of all tenants

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- Ensure tenants are given advice and guidance on tenancy and welfare matters

### Communal Facilities

- Carry out regular cleaning of communal areas to ensure that a high standard is maintained.
- Encourage tenants and older residents from the community to make use of the communal facilities
- Monitor services provided by contractors or external agencies.
- Organise and monitor the laundry rota.

### Building and equipment maintenance

- Ensure the care and maintenance of the building
- Maintain an Inventory of furnishings and equipment and ensure appropriate maintenance of the communal areas.
- Record and report without delay any defects in the alarm system.
- Ensure fire alarm system is checked, and ensure fire safety procedures, including carrying out fire drills for communal facilities.
- Maintain a logbook of service visits, laundry use, emergency repair call out and day-to-day incidents within communal areas.
- Ensure safety of immediate approaches to communal facilities during periods of snow/ice.
- Ensure the communal premises are secure and supervised.
- Supervise Contractors attending to matters at the scheme

### Tenant Participation

- Assist with resident walkabouts
- Maintain detailed records of tenants' Comfort and Grants Funds, where appropriate.
- Encourage voluntary groups and activities to take place in the communal lounge.
- Actively promote forthcoming activities or events
- Ensure regular meetings are held and opportunities exist for tenant participation
- Develop retirement tenants' Committee, communal outings, lunch clubs and other community developments for the care of older people.
- Control and process petty cash and maintain a diary log book and maintain accurate tenant records within the scheme.
- Encourage appropriate links between the retirement housing scheme and the local community.

**Tenants are given advice and guidance on tenancy and welfare matters:**



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- Assist tenants in completion of housing and welfare benefits forms and applications where required.
- Liaise with Welfare/Housing Officer where appropriate to help maximise tenants income
- Assist Housing Officer with housing applicant viewing and letting procedures.
- Advise tenants in the understanding of the conditions of the tenancy agreement.

### Other general duties

- Administer office and contents, recording relevant information in files, logbooks, telephone sheets, overtime sheets, complaints returns, contact with emergency services and financial systems.
  - Attend meetings and training sessions.
  - Assist in organising staff rotas and sickness cover where appropriate.
- Any other ad hoc duties as may be required by the Senior Housing Officer
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### Declaration

I confirm that I have received a copy of this Job Description and accept the contents contained within.

Signed (employee): \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

Name: \_\_\_\_\_

Signed (employer): \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_