**Role** **Older Persons Housing Services Co-ordinator**

**Location**  Management area will cover the Northern older person’s specialist housing developments and services - Most suitable office location to be agreed with candidate

**Reporting to** Older Persons Services Housing Manager

**Responsible for** Older Persons Service Officers, Support Worker, Community Employment Scheme Placements, Caretakers and Voluntary staff

**Salary** €41,977.80 - €51,306.20 per annum

**Contract** Permanent

**Probation** 6 months

**Hours**  35 Hours per week

**Leave**  22 days (+ 3 designated days Christmas Week)

**Travel** Due to the nature of travel required for role, a company vehicle is provided.

Clúid Housing is a progressive and dynamic not-for-profit Irish housing association.

Clúid Housing is an equal opportunities employer and proud to be have been recognised as a top employer in Ireland. At Clúid Housing we firmly believe that our success is down to ourdedicated 170+ staff working in every corner of Ireland.  Our company is made up of talented people who bring enthusiasm, confidence, expertise, professionalism and respect to our business.You can meet some of our team by [clicking here](http://www.cluid.ie/who-we-are/our-people/). Our staff consistently work towards achieving our vision of creating a society where everyone has a great place to live.

Our employees benefit from a great working environment, great learning opportunities, a supportive management team and an extensive benefits package:

* Competitive Remuneration
* Excellent & Continuous Training
* Development Opportunities
* Flexible Working Arrangements
* Access to an Employee Assistance Programme
* Excellent Employee Benefits

If the above appeals to you, then keep reading.....and remember Clúid Housing is proud to be an equal opportunity employer.

**The Older Persons Housing Services Co-ordinator**

This is an exciting opportunity for an ambitious individual to make an important contribution to the reorganisation and transformation of Clúid’s Older Persons Housing service, managing a staff team to deliver core housing management and older person’s services to specialist and mainstream housing residents. The team is part of the Housing Services department which delivers core front line housing management services. The department is also responsible for the Dublin based Contact Centre where staff are the main point of contact for all tenants and business enquiries and support many areas of Clúid’s work. The Co-Ordinator will ensure the delivery of a high quality older persons and housing management services to residents on specialist schemes and to older people in mainstream housing. You will work closely with all Clúid departments such as Property Services, Finance and etc. Clúid’s Older Persons Service is national with specialist schemes in Cavan, Cork, Donegal, Dublin, Galway, Kerry, Limerick and mainstream housing in every county.

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| **Role: Older Persons Housing Services Co-Ordinator** |
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| **Role Overview:** As Older Persons Service Housing Co-Ordinator, you will manage a team of Older Persons Service Officers to provide excellent Core Housing Management and Older Persons Services. You will work with the Housing Manager to develop and grow the service. You will work with scheme staff to develop skills, knowledge and understanding to provide a service which enables residents to remain living independently in their own homes for as long as they are able and wish to do so. You will work with staff to ensure a friendly, welcoming and resident orientated service. You will place a strong emphasis on understanding customer requirements and meeting them. |
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| **Reporting to:**  Older Persons Services Housing Manager |
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| **Key Duties and Responsibilities** |
| **Staff/Team Management**   * Support and coach direct reports and manage individual performance * Contribute to a learning and development programme that ensures the continual professional development of staff and that this is in line with departmental objectives * Promote a culture which is supportive of excellent service delivery and meets Clúid’s vision, mission and values * Recruit and design work plans for employment scheme placements * Use measures to understand and improve the performance in core housing management and older persons services * Support and contribute to a culture that is fully supportive of and working towards older people ‘ageing in place’   **Core Services - Housing**   * Support and coach Older Persons Service Officers in the provision of the core housing services of Income, Allocations, Voids, Tenancy and Facilities Management, Community Involvement and Estate Development * Ensure that Clúid delivers high quality services across all housing core service areas which enable Older Persons Service Officers and tenants to manage and sustain tenancies and contribute to local communities. * Source grant funding and resources to improve scheme common areas and facilities * Manage the budget for common areas on specialist schemes in your area   **Core Services – Older People**   * Support and coach Older Persons Service Officers on the provision of the core services of information, advice, support, adaptations, assistive technology, security, social activities, community involvement and safeguarding to support the heath, well-being and independence of residents in specialist and mainstream housing * Co-ordinate the offer and deliver core services in mainstream housing with Older Persons Services Officers and with the assistance of mainstream Housing Officer. * Ensure Older Persons Service Officers provide excellent older persons core services which meet the purpose of enabling residents to remain at home living both independently and comfortably for as long as they wish to do so * With Older Persons Service Officers, build local networks and partnerships which will help residents ‘Age in Place’ * Source grant funding and resources for social activities, community involvement, education, health and well-being initiatives   **Service Transformation**   * Core services to older people which enable them to remain independent will be provided in a clear, coherent and structured way. You will support the Housing Manager in defining Clúid’s core service offer with your Older Persons Service Officers, with other agencies and with residents and their families. * You will manage the development and continuous improvement of Clúid’s core service offering to residents in your functional area. * You will set and deliver high levels of performance to meet customer demand. * With your direct reports you will use measures for housing management and older persons core services to understand and improve performance   **Growing our Business**   * Contribute to New Business Assessments to ensure that the delivery of Housing Services is reflected strongly in decisions * Work with the New Business team to demonstrate to key stakeholder the benefits and demands for new specialist housing schemes   **Corporate Responsibilities**   * Ensure all activity is aligned to Clúid’s values and contributes to the mission of supporting the development of thriving communities * Adhere to all Clúid policies and procedures at all times * Exercise discretion at all times * Fulfil all care and high standards regarding both Clúid’s and your own health and safety obligations  |  | | --- | | **Finance/Budgets** |  * Manage effectively budgets and other resources under your control to ensure a sustainable business   **General**   * Represent Clúid as required. * Attend/Request training appropriate to your role * Positively promote the Association in all activities * Any other duties which are consistent with your role |

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| **Key competencies required in the role** |
| * Customer Care * Communicating and Influencing * Flexible and Effective * Innovation & Change * Leadership * Team Work |

**Person Specification**

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| **Key Skills** | | |
| Candidates will be shortlisted on the basis of **illustrating in their application that they fulfil the following criteria.** Examples that demonstrate the ability to fulfil the criteria should be included. | | |
| **Education/Qualifications** | **Essential** | **Desirable** |
| * Educated to Degree Level (or equivalent) | **✓** |  |
| * Professional qualification e.g. ICSH/CIH/IAVI/PSRA |  | **✓** |
| * Driving licence and use of car | **✓** |  |
| * Property Services Regulatory Authority Licence |  | **✓** |
| **Knowledge/Skills** | **Essential** | **Desirable** |
| * Knowledge of housing policy and practice | **✓** |  |
| * Knowledge of the technical aspects of void, rent, repairs maintenance |  | **✓** |
| * Knowledge of the current challenges facing older persons and policy and practice in this area | **✓** |  |
| * Knowledge of bespoke computer packages & Microsoft office | **✓** |  |
| * Good organisational skills, with ability to be flexible and work on own initiative | **✓** |  |
| * Handles conflict situations in a confident and positive manner | **✓** |  |
| * Commitment to continuous learning and improvement | **✓** |  |
| **Experience** | **Essential** | **Desirable** |
| * 5+ years’ experience of working in a customer environment preferably in a community setting | **✓** |  |
| * Experience of working in a residential property orientated environment |  | **✓** |
| * Experience of working with a wide range of people who are: vulnerable, homeless, elderly, low income households | **✓** |  |
| * Financial appreciation and budget management skills |  | **✓** |
| * Experience of working with other social landlords, statutory and voluntary agencies |  | **✓** |
| **Other Requirements** | **Essential** | **Desirable** |
| * Satisfactory Gardaí vetting clearance | **✓** |  |

***The closing date for applications to be returned for this role is 3rd November 2017 at noon.***

***It is anticipated that Interviews for the position will be held on week beginning 13th November 2017***

