

Retirement Living Co-ordinator

Level:	Grade 4
Team:	Independent Living Team, Health and Wellbeing
Line manager:	Team Leader – Independent Living

About the job

- Provide support and advice to deliver a high-quality service to ensure the comfort of retirement living customers
- Ensure the maintenance, upkeep, security and safety of retirement living schemes
- Promote customer engagement across retirement living and wider Vico Homes customer engagement activities

You'll be trusted to

- Engage with potential customers for retirement living schemes to ensure eligibility, work closely with internal partners throughout the allocation process and carry out accompanied viewings where required
- Maintain confidential up-to-date records, in accordance with Vico Homes policies and procedures
- Demonstrate exceptional organisation to manage the administration of the scheme. I.T literacy is required
- Report any tenancy management, estate management and antisocial behaviour to relevant Vico Homes teams and support colleagues in any investigations as required
- provide a sympathetic and responsive service to requests from customers for assistance
- Assist new customers to settle into their home by providing the means for them to meet other customers and by introducing them to the facilities available both in the retirement living schemes and in the local area
- plan and deliver an annual programme of engagement strategies suitable for Retirement Living customers
- Help in the planning and implementation of Team Goals and Team Action Plans, attend and contribute towards patch meetings, scheme connect meetings and corporate seminars and attend any other meetings, as required, and assist with customer participation
- Monitor all aspects of health and safety on retirement living schemes, maintaining logs and risk assessments to ensure the welfare of customers is maintained, and carry out regular health and safety checks, in line with Vico Home's policies and procedures, reporting any faults and repair issues and escalating to managers where appropriate in line with policy and procedure
- Ensure all internal and external communal areas are maintained to a high standard, including monitoring cleanliness and repair issues and managing contractor performance

- Carry out cleaning and litter picking tasks as required
- Provide peer support and relief cover for other retirement living and IL schemes in relation to health and safety related tasks
- Participate in the Independent Living Standby Service as part of a rota, working across the district for business continuity and for emergency arrangements when required. This will include working outside of normal office hours, weekends, Christmas and New Year
- Help in the co-ordination and participation of colleague / team cover rotas within the independent living service
- Be able to work independently as well as being a valuable member of the Independent Living team
- Carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

Who you'll work with

Internal: Vico Homes colleagues at all levels

External: Visitors, sub-contractors, voluntary agencies,

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 1 of the Qualification and Credit Framework Maths and English, such as GCSE (3-1/D-G), Awards, Certificates or Diplomas at level 1 or equivalent in a relevant subject area	✓		AF/CQ
Relevant training in housing, health and safety, health or social care, for example First Aid, Basic Food Hygiene Certificate	✓		AF/CQ
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.	✓		AF/CQ
Excellent customer service skills with the ability to deal with customers in a manner consistent with Vico Homes' Customer Experience Plan	✓		AF/I
Excellent organisational skills	✓		AF/I
Self-motivated and able to work under pressure, prioritising own workload and meeting multiple deadlines with minimal supervision	✓		AF/I
Problem solving and negotiation skills	✓		AF/I
Strong and effective verbal and written communication skills	✓		AF/I
High level of attention to detail.	✓		AF/I
Ability to use a wide range of PC applications, with experience of Microsoft Office including Excel and PowerPoint.	✓		AF/I
An understanding of and commitment to promoting Diversity and Inclusion, both within the workplace and the community in general.	✓		AF/I
Enabling, participative approach to working with others.	✓		AF/I
Ability to arrange social events/fund raising etc.	✓		AF/I
Ability to work as part of a multi-disciplinary team	✓		AF/I
Knowledge of health and safety legislation applicable to managing residential buildings	✓		AF/I
Demonstrate an awareness of environmental and community safety issues in relation to the building, communal facilities and areas surrounding the buildings	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Able to participate in standby service as part of a rota and to respond to emergency situations, including out of hours as required	✓		I
Must be prepared to attend relevant training courses	✓		I
The post holder may be required to work outside normal office hours on occasion	✓		I
Relevant qualification in housing, health or social care		✓	AF/CQ
Assertiveness skills		✓	AF/I
Experience of working with older or vulnerable people		✓	AF/I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification