

1. JOB IDENTITY

POST TITLE:	Relief Scheme Co-ordinator	DEPARTMENT:	Housing Services
REPORTS TO:	Senior Housing Support Officer	GRADE:	2

2. JOB PURPOSE

- To provide a comprehensive enhanced housing management service to Castlehill's housing for older people
- There is a responsibility for the post holder to demonstrate a commitment to Castlehill's aims and objectives.

3. MAIN DUTIES

- Assist tenants to sustain their tenancy by providing a property check call in accordance with tenants wishes and signposting to relevant agencies.
- Assisting with tenancy related issues, including the safety and security of the building and neighbour relationships to ensure we keep a high level of customer satisfaction
- Providing information about the community alarm service
- Promote independent living by providing information on and helping to access the Associations adaptations service.
- Maintain tenant welcome packs and liaise with Housing Officer and Tenant Participation Officer to support tenant social activities.
- In line with internal procedures co-ordinate access to facilities for tenants including; laundry areas, storage areas for equipment, social activities in common areas, and guest bedroom accommodation.
- Following the Associations policies, procedures and updating the Housing Management IT system and using Microsoft IT packages word, excel, outlook and Teams regularly.
- Pass on required information to and maintain necessary liaison with other Castlehill departments regarding tenant or scheme issues, including cleaning, gardening, repairs or tenancy concerns
- Daily scheme building checks to complete any relevant Health and Safety checks including security and safety of the premises, fire safety and hazards, lighting in communal areas, external access doors and door entry systems, external areas including gardens, drying areas bin areas, and car parks. Report identified issues to relevant Castlehill departments.
- Liaise with contractors for access where possible, for example, in relation to response repairs and planned maintenance work such as communal heating systems, Legionella testing, Fire Alarm / Emergency lighting testing and Lift maintenance.
- Report repairs or replacements to scheme equipment (e.g. laundry) and other fixtures and fittings in communal areas.
- Promote the scheme in the area to raise awareness of Castlehill, giving information and advice to potential tenants.
- Carrying out viewings of vacant properties with potential tenants who have received an offer of housing.

- Carry out settling in visit to new tenant and refer any issues to Housing Officer.
- Provide information and advice about how to terminate tenancy in accordance with tenancy agreement and CHA procedures

4. QUALIFICATIONS & TRAINING

- ESSENTIAL:**
- Educated to National 4 level or equivalent, with good literacy and numeracy skills
- DESIRABLE:**
- First Aid Awareness training

5. EXPERIENCE

- ESSENTIAL:**
- Experience of working in customer facing role, preferably in the housing or social care sector
- DESIRABLE:**
- Experience of working directly with older people
 - Experience of lone working

6. KNOWLEDGE & SKILLS

- ESSENTIAL:**
- Good communication skills, with the ability to communicate well both verbally and in writing
 - Ability to update and maintain records accurately
 - Ability to work independently, without the need for close supervision
 - Good IT Skills, with knowledge and experience of Microsoft packages
 - Ability to maintain confidentiality
- DESIRABLE:**
- Knowledge of health and safety issues relevant to the post

7. ADDITIONAL REQUIREMENTS

CRIMINAL RECORD CHECKS	<p>PVG Scheme Membership</p> <p>This post involves regulated work with protected adults under the Protection of Vulnerable Groups (Scotland) Act 2006. The preferred candidate will be required to join the PVG Scheme or undergo a PVG Scheme update check. A confirmed offer of appointment will be subject to a satisfactory outcome of this pre-employment check.</p>
DRIVING	Not applicable to this post