**JOB PROFILE:** Senior Hub Coordinator

**RESPONSIBLE FOR:** Supervising Hub Coordinators/ Independence & Wellbeing Advisors

**PURPOSE:** Effectively supervise staff to ensure we are contributing to building and maintaining sustainable communities and providing cleaner, greener and safer neighbourhoods.

To ensure that customers receive a high quality, customer focussed service.

To provide a home visiting service to maintain adequacy and safety of accommodation throughout our area of operation.

To work collaboratively with the Independence, Wellbeing & O/T Services Manager, Hub Coordinators and Independence & Wellbeing Advisors to design & build the support module in Civica CX

To work in positive partnership with the Care and Support providers and other partners/agencies.

To work within the Company’s Equality and Diversity Policy and Health and Safety Policy, ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

Supervise the team ensuring that they have the training and development required to undertake their duties. Play a role in achieving targets and the delivery of a customer focused service.

Assist the Independence, Wellbeing & O/T Services Manager in the delivery of objectives relating to the Neighbourhood Strategy and Ageing Well Strategy and develop policies and procedures and ensure that individuals and the teams operate effectively in accordance with these.

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| Ensure that Hub Coordinators and Independence and Wellbeing Advisors (IWA’s) are fully utilising the main IP platform and ensure that the data imputed is fully accurate.  Assist the Independence, Wellbeing & O/T Services Manager in monitoring performance in all areas of responsibility against KPI’s. Produce reports and performance information as required. |

Oversee the delivery of outcome focused activities across the Sheltered Schemes within our stock.

Provide monitoring information on all areas of responsibility.

In partnership with other agencies develop and annual calendar of outcome focused activities.

Take the lead on specific policy areas on behalf of the team as agreed with the Independence, Wellbeing & O/T Services Manager.

**KEY ACHIEVEMENT AREAS:**

**Scheme Management**

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| **1.** | Routinely visit all sheltered housing schemes and mini groups within the  designated group. |
| **2.** | Ensure that all schemes are maintained to a high standard of Health and Safety, repair, furnishing, cleanliness and general order. |
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| **3.** | Respond appropriately and promptly to all day to day issues as they arise. |
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| **4.** | Effectively manage the scheme to ensure that residents are provided with a secure and safe environment. |
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| **5.** | Co-ordinate the use of any guest rooms and other communal facilities, TV licences and annual servicing etc. |
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| **6.** | Respond to emergencies on site during working hours and out of hours as  directed by the Independence, Wellbeing & O/T Services Manager. |
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| **7.** | Act as the key contact for repairs and improvements, |
| **8.** | Encourage and assist customers to apply for grants. |
| **9.** | Carry out regular health and safety risk assessments and reviews. |
| **10.** | Monitor contractor performance for works in communal areas. |
| **11.** | To be responsible for ensuring that alarms and other equipment and  emergency systems at schemes are tested and maintained, including reading  meters and submitting readings on a regular basis. |
| **12.** | Maintain accurate record keeping systems. |
| **13.**  **14.**  **15.** | Take responsibility for ensuring the schemes meet all audit and inspection  requirements, both internal and external.  Carry out welfare pull cord and pendant checks in line with agreed timescales  Undertake quality checks of person-centred goal plans to ensure they are consistent in delivering outcomes. |

**Housing Management Tasks**

Provide a housing management service to customers in older person’s housing to include:

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| **16.**  **17.** | Assisting in the voids and letting processes and assisting new customers to settle into their homes. Including, pre void inspections, pre tenancy interviews, viewings, sign ups and new tenant visits.  Work closely with the lettings team to ensure the consistent application of the edibility criteria for sheltered housing. |
| **18.**  **19.** | Ensure that customers understand their rights and responsibilities and that  all breaches of tenancy (including ASB) are resolved effectively. Make use of remedies available including legal ones where reasonable and proportionate.  Following up arrears of sub-account or alarm charges with customers and  agreeing repayment. |
| **20.** | Routinely visit schemes and customers at home, thereby acting as the principle  face to face contact with residents experiencing housing difficulties or requiring  assistance |
| **21.** | To report repairs and monitor progress through to completion in accordance  with procedures for tenants and communal areas. |
| **22.**  **23.**  **24.** | Ensure that at all times the service is customer focussed, and achieves /  exceeds its key performance indicators and other performance targets.  Provide advice on Teign Housing’s policies including transfers and mutual exchanges, aids and adaptations referring customer to other teams for detailed advice as appropriate  Deal with requests for tenancy changes and permissions in accordance with the conditions of tenancy and within timescales set out in service standards. |

**25.** Escalate any safeguarding or wellbeing concerns about customers to the Independence, Wellbeing & O/T Services Manager.

**26**. Ensure that new customers are inducted, know what is available, how services work and how

welfare contacts will be conducted.

**27.** Provide a Trusteed assessor service to the tenants. And be able to fit and demonstrate

equipment or minor adaptations that have been issued, or to review and adjust equipment already being used.

**Signposting**

**28.** Make referrals to external statutory and non-statutory agencies where residents

appear to demonstrate a care and support need. Arrangements should be

made for them to visit the relevant tenants/s to make an assessment.

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| **29.**  **30.**  **31.** | **Other Duties**  Support the Independence, Wellbeing & O/T Services Manager in development and achievementof organisational objectives such as Digital Inclusion and CommunityDevelopment.  Support the work of others as agreed with the Manager  Assist customers with completing Mobility Scooter Approval forms and  co-ordinate the process from application to decision, ensuring the customer is  kept updated at all times.  **Health and Safety Responsibilities**   1. Take responsibility for own Health & Safety and not to put others at risk. 2. It is the responsibility of managers to ensure their team is working safely and to have appropriate risk assessments in place. 3. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood. 4. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support. | |
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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the line management from time to time. | | | |

Signed:……………………………………………………………………………………….

Date: …………………………………………………………………………………………