

Housing Coordinator x4

Applicant
Information Pack



Alternative formats

If you require this document in an alternative format, such as large print or a white or coloured background, please contact our Communications team.



unitedwelsh.com/contact



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About Us

United Welsh is an award-winning not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

We look after over **6,300 homes** for people across **11 local authority areas**, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

We have a new building programme that is worth around **£35m** each year and in the next five years, we intend to build **1,300 more homes**. We are ambitious about how we can help people to live their best lives, working

with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

The United Welsh Group also incorporates our subsidiary Celtic Horizons Ltd which, in partnership, looks after all our property services, and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

We are also developing a new social enterprise, Celtic Offsite, that will manufacture low carbon homes and support the local economy to thrive.

With almost **400 employees** and a turnover of over **£40m**, we are an ambitious organisation with a strong sense of social purpose.

Life at United Welsh centres around our culture. We live by our values which connect us and inspire us, guiding our strategies as well as the decisions we make day to day.



About Us

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing Homes for
United Welsh

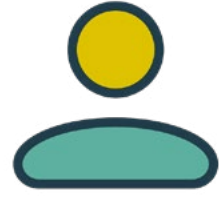
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber Frame
Factory

The Celtic
Horizons Asset
Management
service for
United Welsh
is delivered in
partnership with
Mears Ltd



Job Profile



Housing Coordinator x4

Reporting to
Living Well Team Leader

Broad purpose of the post

Are you passionate about working with older people? Are you looking to be part of a supportive team to achieve great outcomes for older residents, maximising their independence and wellbeing? If so, one of these roles could be for you.

Due to the expansion of our older persons service, we have four exciting opportunities for people who are passionate about helping others and can provide a flexible and responsive housing management service for older residents covering the following areas:

- 1 x Housing Coordinator Caerphilly, permanent full time.
- 1 x Housing Coordinator Cardiff, permanent full time.
- 1 x Housing Coordinator Cardiff/Vale of Glamorgan, permanent full time.
- 1 x Housing Coordinator (6 months) Caerphilly, temporary full time.

The Housing Coordinator role (traditionally known as Scheme Manager) oversees the day-to-day running of United Welsh's designated older persons accommodation. We will need you to work flexibly with residents, as their needs and requirements are at the very heart of what we do. Your role will be supporting them to maintain their tenancies and to live independently in their homes.

We are also looking for you to work with colleagues and partners to maintain positive outcomes. You will need to demonstrate excellent organisation and communication skills, be flexible and adaptable and have access to your own vehicle for travelling between schemes.

Key Accountabilities



- To work at any location as required to deliver a person-centred service to residents, working in a positive, enabling way to help them maintain their contracts and to live independently in their homes.
- To hold regular housing surgeries and scheme meetings to enable residents to discuss any concerns.
- To be the point of contact for internal and external contractors delivering estate management services, identifying and raising repairs for faults in communal areas as necessary to ensure that schemes are well maintained.
- Manage and escalate as appropriate risk situations such as safeguarding, fire safety, health and safety and insurance liability.
- To work with Celtic Horizons to ensure access is provided by residents for electrical and gas safety testing within given time frames.
- To undertake daily monitoring of the resident wellbeing system (Allertacall) and take any appropriate action necessary.
- To proactively manage and record any incidents of anti-social behaviour and/or complaints in line with policies and procedures, in conjunction with support from colleagues and external agencies.
- To work closely with the Housing Coordinator (Lettings) to ensure vacant properties are let efficiently and within agreed time scales.
- To work in partnership with the Connect team to promote the benefits of being socially active and ensuring that schemes are inclusive and welcoming places to live.
- To liaise with the dedicated Income Recovery Team to ensure that early and effective intervention of rent arrears takes place, including supporting residents with Universal Credit and Housing Benefit applications and making referrals to the Money Advice team as appropriate.
- To ensure that all duties are carried out in accordance with relevant policies and procedures.

Personal Requirements

Essential

- Knowledge and understanding of the challenges affecting older people and those with additional needs.
- Ability to liaise with internal and external colleagues to achieve positive outcomes for people.
- Communication skills which can convey information clearly and confidently, with an ability to influence, negotiate and resolve disputes.
- Able to deal with stressful or emotional situations calmly and objectively.
- Able to identify safeguarding issues and use appropriate reporting mechanisms.
- The ability to work on own initiative and as part of a team.
- Competent in Microsoft Office packages and the use of database systems.
- Organisational and time management skills.
- Practical and logical with a solution focussed approach.
- Awareness of confidentiality and data protection.
- Full UK driving licence and access to a vehicle with the ability to work across all Living Well sites.

Desirable

- Level 3 Diploma in Housing with Support or equivalent.
- Experience of working in a sheltered or supported housing environment.
- Understanding of motivational interviewing and working with people using a coaching style to achieve positive outcomes.

The Essential Criteria stated within the Personal Requirements will be used for shortlisting purposes. However, all criteria will be considered in the process of making an appointment.

Please note, this role may require a DBS check. This will be conducted as part of the recruitment process for the successful candidate.

Terms and Conditions

Current Salary

Total salary is **£27,715.95** per annum.

Pension Plus

While working at United Welsh you are eligible to join our pension scheme. United Welsh partner with the **Social Housing Pension Scheme (SHPS)** to deliver our pension provision for employees.

The **Defined Contribution Scheme (DC)** matches employee contributions up to 10%. It is a salary sacrifice scheme, so deductions are taken before tax.

Leave

- **30** days plus Bank Holidays
- **Two** United Welsh Gifted Days - an additional two gifted days, usually to be taken during the office closure over the festive period.

Additional Benefits

- **30 days** annual leave and bank holidays
- An additional **two gifted days** to be taken over the seasonal period.
- A company culture that promotes **work life balance**
- **Flexible** working
- Opportunities to be involved in 'Can Do' days, giving back to the communities where we work
- A half a day's leave under the 'School Starter Scheme'
- Free **fruit, fresh filtered water, tea and coffee** within our offices
- **Cycle to Work** Scheme
- One year's **paid subscription to professional body** (one membership per year)
- **Free eye tests** at Specsavers and a contribution towards the cost of prescription glasses
- Access to our **internal coaching and wellbeing services** that are devoted to supporting professional and personal development
- Free and confidential access to a **24/7 Employee Assistance Wellbeing Hub**
- We are a member of the **Social Housing Pension Scheme**. There is an opportunity for employees to join The Defined Contribution Scheme and we match contributions up to 10%
- **Learning and Development opportunities**, with learning available in a range of formats to suit your needs
- As a testament to our approach and genuine commitment to learning, United Welsh holds the **Investors in People - Gold Award**
- We are committed to supporting applicants and staff with disabilities and hold the **Disability Confident Level 1 Award**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



How to apply

To apply, please send a copy of your **CV, a cover letter and the Equality, Diversity and Declaration of Interest form** to jobs@unitedwelsh.com by **11:59pm on Wednesday 2nd August**.

In the cover letter, please outline why you believe you would be successful in this role based on your experience and on the essential/ desirable criteria in the Job Description.

Within your CV, please provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We will not approach these referees prior to the shortlist stage, and we will seek your permission first. However, references will be sought as part of our pre-employment checks for the successful candidate.

- We would be grateful if you could submit the Equality Diversity and Declaration of Interest form with your application. The information you provide will be used for monitoring purposes only and will be kept separate from your application
- Where possible, please remove personal details from your CV (excluding your National Insurance number) as we will have all the personal information we need from the Equality, Diversity and Declaration of Interest form
- Please ensure your CV and other documents are emailed as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment

Please send any applications to jobs@unitedwelsh.com or deliver them to: FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 3AU. Our main office is open between 9am and 5pm, Monday to Friday.



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