

Role Profile

Job Title: Living Well Coordinator -Independent Living

Reports To: Living Well Manager -Independent Living

Operational Responsibility:

To provide a range of effective tailored support services to families and individuals who require a structured plan to improve the condition of their property, in order to sustain their tenancy, enabling independence and positive health outcomes.

Support the Living Well Manager in the delivery of independent living services across the WCHG's independent living schemes, older persons accommodation and assistive technology services.

Job Purpose:

To deliver effective support that enhance the customer experience and achieve meaningful outcomes to tenants and residents.

The Living Well Coordinator is required to work within our community, supporting and working in partnership with families/individuals, WCHG teams and other agencies to enable them to sustain their tenancy.

Enabling customers to live well and maintain their home and tenancy by making appropriate interventions that prevent avoidable tenancy terminations and that address & prevent the causes of homelessness.

To work with complex hoarding and property cases and within the guidelines of current legislation and WCHG's legal responsibilities as a landlord.

Key Responsibilities:

To ensure that all cases are managed with the utmost integrity, paying close attention to managing data sensitively to promote and maintain confidentiality in accordance with GDPR policies and procedures.

- To provide an effective response service once a property condition/hoard has been identified.
- To make decisions and act to manage risk appropriately, be alert to risk and take action where necessary.

- To work collaboratively with statutory partners, health colleagues, the 3rd sector, s and wider WCHG colleagues to support customers to sustain their tenancy, live well and maintain their home.
- Adopt the LIFE model and a persistent supportive approach to engaging customers who have severe and enduring mental health, physical health and complex support needs.
- Provide structured support as agreed with the customer, support plans to a caseload of families and individuals who are at risk of, or subject to enforcement action within their tenancies.
- To act as a Designated Safeguarding Officer on a duty rota basis, To take appropriate action, and keep accurate records. At all times ensure that priority is given to the safeguarding of children, young people and vulnerable adults.
- To coach and support the individual or family to understand priorities and be able to establish and engage them in what is working well or not in their life by recognising their strengths, skills and assets.
- To promote resilience, independence and self-efficiency, through understanding an individual or family's readiness and capacity to change.
- Maintain accurate and up-to-date records of work using appropriate system and other required processes in line with WCHG's support offer. All Files are to be held electronically
- To prepare cases for legal action and attend court should the support plan not be adhered to, and liaise with the manager to ensure that statements are provided in a professional and timely manner in order to protect the WCHG's properties.
- Deliver effective support services to customers within our supported schemes and community with existing assistive technology and future solutions.
- Carries out duties and makes decisions in line with WCHG's policies and procedures.
- Recommends any suggestions/improvements to influence wider decision making via appropriate channels.
- Plans and organises own work load to meet deadlines in line with the departmental service plans.
- Resolves day to day issues, or identifies matters that require escalating

General

- Deliver all services in accordance with Wythenshawe Community Housing Group's policies and procedures, ensuring and promotion delivery of Wythenshawe Community Housing Groups Equality and Diversity Policy at all times including value for money principles.

- To undertake training and attend meetings as required and as directed by the line manager.
- Assist in the implementation of equal opportunities objectives.
- Ensure compliance with legislation that is relevant to the keyworker role.
- To implement and positively promote equal opportunities in service delivery and employments practices.
- To ensure value for money in all activities.
- To assist senior management in the preparation of reports and providing performance information in a timely manner.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Essential Training

- Fire Safety Awareness training
- Manual Handling training
- Cyber Security and GDPR training
- Equality and Diversity training
- Safeguarding training
- Carbon Literacy training
- DSE Awareness
- H&S Awareness Training