

Role Profile: The What, The Where, The How

POSITION	Void & Repairs Coordinator		
TEAM	Homeless Service	LOCATION	Chi Winder and surrounding areas
VERSION	1	LAST UPDATED	April 2022

THE PURPOSE OF THIS ROLE IS TO

Deliver all aspects of the housing management function, ensuring Coastline's landlord responsibilities are robustly delivered through high standards of accommodation. To assist the Accommodation Manager with operational leadership around the warnings and evictions process.

To be responsible for delivering an excellent and efficient, customer-focused voids service, reducing the number of people homeless and maximising the revenue to the company by monitoring voids and occupancy data.

Specific Accountabilities – The Nitty Gritty

In the role, day to day, you'll be responsible for:

1. Assisting with the delivery of effective and efficient moves to Coastline's supported accommodation for homeless clients, balancing the completion of high-standard voids works and repairs and maximising occupancy.
2. Completing and updating occupancy data, spotting any trends in delays.
3. Providing support around the housing management processes of signing up for licence agreements and the timely application for benefits, including the completion of start and end forms.
4. Assisting with the service's response to responding to complaints of licence breaches and conflicts, seeking to ensure licence breaches are dealt with in line with landlord responsibilities whilst promoting a tolerant response.
5. Completing of weekly fire checks (and regular evacuations), assessing management of cleaning of communal areas and identifying and reporting repairs promptly and following up on their progress.

- 6.** Taking responsibility for the completion of high-standard voids work and repairs, maximising occupancy.
- 7.** Providing support to the referrals coordinator and accommodation manager in delivering company targets; and delivering continuous improvement across a range of company performance indicators.
- 8.** Preparing and updating statistical performance information and ensure performance is within agreed KPIs.
- 9.** Ensuring all client records are person centred and outcome focused and are up to date; and that housing management is delivered consistently to support client progress through the service, carrying out audits as agreed with the accommodation manager.
- 10.** Working closely with the facilities manager to ensure regular inspections and audits are carried out.
- 11.** Carrying out regular fire tests and evacuations at Chi Winder, maintaining clear and timely documentation.
- 12.** Conducting comprehensive risk assessments.
- 13.** Contributing to ensuring a safe physical and psychological environment is maintained across the service for all clients, and in which risk management and safeguarding are of the highest importance.
- 14.** Contributing to ensuring an environment that offers respect, choice and dignity to each individual client.
- 15.** Ensuring the effective recording and communication of customer information internally and externally as required, using approved electronic, written and verbal communication systems.
- 16.** Ensuring vulnerable adults are protected from abuse or neglect, and safeguarding the dignity, quality of life and safety of all clients. To act in accordance with Coastline's policies and procedures and respond swiftly and effectively, regardless of whether the alleged perpetrators are members of staff, other clients, family members or carers.
- 17.** Liaise professionally with external partner agencies as appropriate.
- 18.** Carry out tasks as set out by accommodation manager.

General Obligations: For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer/customer care in full compliance with the company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of work.
7. Attend and participate in meetings as required by the manager, including supervision, appraisal and training.
8. Undertake specific tasks and projects as directed by the manager.
9. Produce written reports as required.
10. Manage personal workload in liaison with the manager.
11. Carry out relevant duties appropriate to this role in the organisation.
12. Comply with all company and group policies and procedures.

REPORTING

- Reports to Accommodation Manager

CONTACTS

Internal

- Key Workers;
- Extra Care and supported Manager
- Service Manager
- Partnership Manager
- Technical Services
- Coastline Services
- Income Management
- Volunteer Manager
- Volunteers

External

- Cornwall Health For Homeless
- External agencies (statutory and voluntary)

Person Specification: The Who

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QUALITY	ESSENTIAL	DESIRABLE
Personal Skills:	<ul style="list-style-type: none">• Demonstrate behaviours in accordance with Coastline's values:<ul style="list-style-type: none">Put our customers firstBe open, honest and accountableValue each otherStrive to be the best• Excellent interpersonal, communication and listening skills• Flexibility and adaptability• Ability to relate to all kinds of people• Self-motivated and able to use own initiative• Commitment to and understanding of equality and diversity	

Education & Qualifications:	<ul style="list-style-type: none"> • Good standard of education including maths and English GCSEs or equivalent, grade C or above 	<ul style="list-style-type: none"> • Qualification in a relevant field • Qualification in management
Experience, Knowledge and Understanding:	<ul style="list-style-type: none"> • Experience of working within a team in the housing and/or supported housing sectors • Awareness of health and safety issues • Experience of conducting needs and risk assessments • Experience team working and multi-agency working • Understanding of confidentiality issues • Understanding of Psychologically Informed Environments and Trauma Informed Care approaches 	<ul style="list-style-type: none"> • Knowledge of the substance misuse treatment system in Cornwall • Knowledge of the criminal justice system in Cornwall • Understanding of a recovery-oriented approach to support delivery • Understanding of PIE and TIC approaches to the delivery of support • Understanding of Cornwall's housing system and relevant agencies for housing within Cornwall • Understanding of homeless support available within Cornwall • Experience of raising repairs

<p>Job-related skills:</p>	<ul style="list-style-type: none"> • Fully proficient in IT skills, such as Office, and using proprietary software • Ability to make and maintain accurate records and compile basic reports • Able to provide guidance in life skills 	<ul style="list-style-type: none"> • Monitoring and reporting of key performance indicators
<p>Other:</p>	<ul style="list-style-type: none"> • Full driving licence and use of a vehicle • Enhanced Disclosure & Barring Service Check 	

