

Job profile

Job title: Independence and Wellbeing Co-ordinator	Responsible to: Independence and Wellbeing Manager
Salary grade: E Pro rata salary of £ 28,453 per annum	Contracted Hours: 35 hours per week - working 5 days per week
Responsible for: N/A	Behaviour level: 1 – All colleagues

Purpose of the job:

As Independence and Wellbeing Co-ordinator, you will be the go-to person and advocate for our older persons services and support older residents to retain their independence through the delivery of a person-centred intensive housing management service. You will complete regular Health & Safety checks to ensure our sheltered housing schemes are safe and will work with the wider neighbourhood team to deliver a great customer experience across our communities.

Key accountabilities:

1. To provide a comprehensive, specialist and person-centred older person's service to customers. This will primarily include welfare calls, scheme H&S checks, monitoring of alarms, referrals for adaptations and liaison with partner agencies who provide support and advice to our customers.
2. To support the letting of homes and garages, including viewings, sign-ups, updating key personal information on relevant systems and settling in visits, in accordance with our policies and procedures, ensuring that our Service Standards are delivered, and customers receive an excellent service.
3. To be responsible for regular and effective communication with our older customers and their families and representatives, ensuring they are afforded the opportunity to shape the delivery of services.
4. To deliver a programme of wellbeing checks, carry out risk assessments using a RAG rating system and ensure appropriate action plans are in place to support residents to remain living independently, evidencing positive outcomes.

5. To raise any concerns for welfare and support residents and their families to resolve complex matters such as safeguarding, loneliness, mental health issues and hoarding, working closely with statutory agencies, such as Adult Social Care, care providers, the 3rd sector and local community and activity groups.
6. To offer information, advice and referrals through the SLH Wellbeing Hub to both residents and colleagues.
7. To promote social inclusion and facilitate resident engagement opportunities, providing information on local community services and agencies to promote wellbeing and independence for customers and promote the service externally.
8. To promote the uptake of digital services and help customers access our services online, ensuring new customers have an account and can provide pre-tenancy information to SLH via the customer portal.
9. To actively manage neighbourhood and tenancy management casework, ensuring fire risk actions, communal area building safety and estate services checks, ASB incident support and reporting, repairs reporting and property access requirements are completed within agreed timeframes.
10. To support the response to emergencies such as fire or flood in our homes or within our neighbourhoods, including supporting the arrangement of temporary decants and liaising and coordinating with colleagues and partner organisations.
11. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
12. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
13. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
14. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

Person specification

Job title Independence and Wellbeing Co-ordinator		
Criteria	Essential / Desirable	Method of Assessment
Qualifications		
5 GCSE's or equivalent	D	AF
Knowledge, skills and abilities		
An understanding and developed working knowledge of computer systems including Excel, Word and Teams	E	AF/I/ST
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH	E	I
Able to communicate clearly (both in writing and verbally) with small groups	E	AF/I
Shows a commitment to ongoing personal development and training	E	AF/I
Able to take responsibility for their own actions and use an approach which does not judge other people	E	AF/I
Able to deal with customers inside and outside SLH in a professional way, both in person and over the phone	E	AF/I
Has a good understanding of customer care, which is practical, solution focused and up to date	E	AF/I
Able to use their own initiative and work as part of a team	E	AF/I
Can adapt to changing situations	E	AF/I
Manages time well and helps other people to do so	E	AF/I
Able to prioritise their workload to meet deadlines	E	AF/I
Understands how housing associations function effectively	D	AF/I
Full driving licence	E	AF
Is a role model to colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I
Experience		
Front line experience of dealing with customers	E	AF/I
Working in partnership with other agencies	E	AF/I

Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i> By living our behaviours every day, our colleagues, managers and senior managers are living our shared values and helping to deliver our vision of Quality Homes, a platform for life: • Do the Right Thing • Show Respect and kindness always • Are Honest and Fair • Make it happen • All belong at SLH	E	I
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document. The post will be subject to a basic DBS check.		
Role profile prepared by: Independent & Wellbeing Manager		
Review date: July 2026		
Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.		