

Independent Living Co-ordinator

Responsible to: Operations Manager

Date issued: September 2025

Responsible for: N/A

Objectives of post:

The overall objective of the post holder will be to deliver an Intensive Housing Management accommodation based service to vulnerable sheltered tenants, through a patch type service delivery.

The role will protect vulnerable tenants by receiving tenancy sustainment and resettlement ensuring they are protected from potential risk of harm, neglect and hazard by raising alert to the appropriate agencies.

Carrying out mobile working in WFHA's sheltered community to provide practical advice to tenants, liaise with other relevant external agencies, such as community care and social care.

Assisting tenants to lead a stable and financially inclusive life so they are able to live independently in their neighbourhood especially those who have some form of mental health, dementia or other presenting risks.

Ensuring that all relevant health and safety legislation and regulation are adhered to and reported according to the law and that vulnerable tenants are assisting in understanding these requirements.

Developing and maintaining effective partnerships to deliver a joint working approach to the services we deliver.

Key tasks

Voids and Allocations

- Assessing the risk and needs of prospective tenants and that any vulnerabilities are highlighted and taken into consideration.
- Update and maintain information on the letting profile in relation to the sheltered applications.
- Lead in any internal transfer applications for sheltered accommodation.
- To liaise with local authorities, referral agencies, social care and other key partners in aspect of individual tenants and prospective applicants.
- Ensure tenants are assisted in ending a tenancy in a controlled way and that tenants or advocates understand the process.
- Ensure tenants are able to move on to appropriate accommodation in line with presenting vulnerabilities and this is conducted in a planned way with appropriate agencies.
- Ensure required aids and adaptations are in place for vulnerable tenants, reducing the risk, which includes liaison with Occupational Health Services.

Tenancy sustainment

- Induct all new tenants to sheltered accommodation, advising them of the key factors of the service, which will enable them to live independently.
- To carry out a six-week settling in visit to ensure all services are in place. To assist/ signpost any concerns if required.
- Vulnerable tenants are supported to understand all tenancy related matters.
- To intervene, case manage and mediate on difficult tenancy matters as required with appropriate agencies such as social care, and or other relevant agencies.
- To maintain contact with vulnerable tenants.
- To deal effectively and pro-actively with any neighbour disputes.
- Ensure any cases of Anti-social behaviour are dealt with in line with policy.

Tenancy consultation

- Deliver tenant led consultation meetings at least four times a year or/ when appropriate at each scheme – delivering high quality information.
- Deliver weekly tenant surgeries to offer individuals support with Intensive Housing management matters.

Income and expenditure

- Assist tenants to maintain rent and service charge payments.
- Maximise income collection and monitor arrears. Arrange payment plans where applicable. Prepare and apply for court applications and supply all relevant reports to assist with application.
- Attend court proceedings where necessary.
- Attend regular meetings to report on day-to-day management issues and in line with set targets as agreed from time to time as directed.
- Ensuring tenants are consulted and those most vulnerable tenants are assisted in understanding the changes and charges.
- Assist tenants in developing financial awareness and confidence to produce household budget plans.
- Understanding of the disability and other gateway benefits for tenants and assisting them in maximising income to assist with housing costs.
- To closely liaise with the Court of Protection and other relevant agencies, including social care to ensure vulnerable tenants financial affairs are safeguarded

Day to Day / Health and Safety

- Ensure that the Health and Safety policy is adhered to.
- Carry out regular walkthroughs of sheltered schemes to ensure security of the building.
- Assist tenants to raise repairs, raise any communal repairs, including involvement in potential disrepair cases.
- Report any health and safety issues.
- Deal informally with tenant's concerns.
- Ensuring complaints and compliments are managed in line with WFHA policy & procedure.
- Enhanced equipment inspection/testing.
- Ensure that vulnerable tenants have a Personal Emergency Evacuation Plan in Place (PEEP), where necessary.
- Prompting usage of equipment to vulnerable tenants and care/support staff ensuring compliance and safety.

- Raise and manage safeguarding alerts as necessary.
- To develop, manage and review fire safety and evacuation plans.
- To quickly respond to maintenance and repair issues.
- Carry out monthly estate inspections.
- To carry out annual staying connected visits.

Record-keeping and Administration

- To ensure that relevant information is recorded and stored in accordance with WFHA protocols for all areas of housing management as directed.
- To generate all necessary correspondence and reports.
- To maintain clear and comprehensive records on all relevant matters relating to individual tenants and properties.
- Responding to telephone calls / emails / correspondence and enquires in relation to all aspects of housing related services.

Other

- Covering each other for annual leave and sickness where appropriate.
- To undertake all other tasks appropriate to the post as directed.
- To participate in the emergency out of hours rota system.
- To adhere to WFHA Policy and procedures.
- Work in partnership with colleagues, key stakeholders and relevant agencies in support of tenants and customers, positively promoting the work of WFHA.
- Contribute to reviews of service delivery and improvement, and policies and procedures relevant to your areas of responsibility.
- Actively participate in team meetings and monthly supervision, identifying own learning and development needs.
- Contribute to own personal development, including attendance at relevant short courses and qualifications training as appropriate.
- Undertake all other tasks commensurate with post as required by the Operations Manager and the wider management team.

Person specification

This document sets out the essential abilities and qualities needed by the successful candidate for this post.

Qualifications / Training

- GCSE A-C in English and Maths or equivalent.
- Professional qualification in Health and Social Care or significant experience in this field.

Experience

- Experience in a similar role.
- Experience working in a customer focused environment.
- Experience achieving successful service delivery.
- Provision of advice in relevant service areas (e.g. safeguarding, inclusion, income, health and safety).
- Experience working with vulnerable groups including those who are socially and financially excluded.

Skills, Knowledge and Abilities

- Use of Microsoft Office and Management Systems.
- Knowledge of welfare benefits and funding.
- Strong customer service abilities.
- Ability to clearly communicate in written and verbal form with a range of stakeholders.
- Ability to use effective negotiation and influencing skills with staff, tenants, key stakeholders.
- Prioritises and manages own workload.

Attitudes

- Pro-active and can-do approach.
- Works to develop a one-team culture, improving cross departmental working and excellent results.
- Ability to work in alignment with WFHA values:
 - Respect
 - Empower
 - Ambitious
 - Care
 - Honest