

## Housing & Services Support Coordinator

<b>Job Title:</b>	Housing & Services Support Coordinator
<b>Reports to:</b>	Head of Client Services
<b>Location:</b>	11 Sean Mulvoy Centre, Sean Mulvoy Road, Galway, with flexibility to travel in Galway city and county.
<b>Contract Details:</b>	Permanent Contract, 37 hours per week
<b>Salary</b>	Commensurate with Experience
<b>Purpose of the role</b>	To provide a person-centred housing service to clients living in Galway Simon Communities Housing and ensure our housing policies are in line with best practice and national standards for Approved Housing Bodies
<b>Main duties &amp; Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Oversee the housing allocations process, ensuring timely advertising of vacancies with key stakeholders, conducting interviews and keeping voids to a minimum.</li> <li>• Ensure rents are set as per Galway Simon Communities Rent Management Policy and deliver rent collection and management protocols in line with this policy</li> <li>• Respond to any incidents of anti-social behaviour or neighbourhood nuisance complaints accordingly</li> <li>• Work as part of a multi-disciplinary team and liaise closely with other team members, supporting Galway Simon clients</li> <li>• Manage the repair and maintenance of Galway Simon properties ensuring a safe and comfortable environment for clients and staff.</li> <li>• Provide administrative support in compiling reports for internal or external use on organisational compliance with Housing &amp; Homeless standards or on research or evaluations conducted as part of the quality programme</li> <li>• Researching changes to standards, legislation or practice that may require changes to Housing Policies in Galway Simon Community</li> <li>• Work within the framework of Galway Simons Strategic Plan.</li> <li>• Be familiar with and comply with all relevant Galway Simon Policies and Procedures.</li> <li>• Maintain accurate records as required.</li> <li>• Contribute positively to supervision and performance management processes.</li> <li>• Participate in training and development opportunities as agreed with the Line Manager.</li> <li>• Be vigilant in relation to Health Safety and Welfare Risks in the workplace and bring concerns to the attention of the Line manager or Health and Safety representative.</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertake any other such duties commensurate with the role that may be assigned by the Line Manager.</li> </ul> <p>This Job Description is intended to indicate the broad range of responsibilities and requirements of the position. It is neither exhaustive nor exclusive but while some variation can be expected in particular duties, as the position evolves, the outline is considered to provide a reasonable general description of the position.</p>
<p><b>Person Specification</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Educated to Degree Level (minimum level 7) in a relevant discipline</li> <li>▪ Relevant experience working in the social housing sector/social care sector</li> <li>▪ Full clean Driving licence and use of own car.</li> <li>▪ Strong administration skills, Microsoft Office, outlook, word and excel.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Professional qualification e.g. ICSH/CIH/IAVI/Diploma in Housing Studies</li> <li>▪ Knowledge of housing law and tenancy agreements</li> <li>▪ Knowledge of the technical aspects of void, rent, repairs maintenance</li> </ul>
	<p>All applications should be submitted on the Galway Simon Community application form.</p> <p>Applications must be submitted to <a href="mailto:jobs@galwaysimon.ie">jobs@galwaysimon.ie</a> by <b>5pm on closing date 15<sup>th</sup> January, 2023.</b></p> <p>If you have any questions in relation to this position please contact the HR department via email <a href="mailto:jobs@galwaysimon.ie">jobs@galwaysimon.ie</a></p>
<p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p>	