

Role	Clann Housing Services Co-ordinator
Location	Management area will cover the North East region of the country - Most suitable office location to be agreed with candidate
Reporting to	Clann Housing Manager
Responsible for	Scheme Managers, Support Worker, C.E. Scheme Placements, Caretakers and Voluntary staff
Salary	€45,509 – €58,894 per annum
Contract	Permanent
Probation	6 months
Hours	35 Hours per week
Leave	22 days (+ 3 designated days Christmas Week)
Travel	The post requires a valid driving licence and use the use of a car for business purpose Mileage Allowance Operates.

Clúid Housing is a progressive and dynamic not-for-profit Irish housing association.

Clúid Housing is an equal opportunities employer and proud to be have been recognised as a top employer in Ireland. At Clúid Housing we firmly believe that our success is down to our dedicated and growing staff body working in every corner of Ireland. Our company is made up of talented people who bring enthusiasm, confidence, expertise, professionalism and respect to our business. Our staff consistently work towards achieving our vision of creating a society where everyone has a great place to live.

Our employees benefit from a great working environment, great learning opportunities, a supportive management team and an extensive benefits package:

- Competitive Remuneration
- Excellent & Continuous Training
- Development Opportunities
- Flexible Working Arrangements
- Access to an Employee Assistance Programme
- Excellent Employee Benefits

If the above appeals to you, then keep reading.....and remember Clúid Housing is proud to be an equal opportunity employer.

The Clann Housing Services Co-ordinator

This is an exciting opportunity for an ambitious individual to make an important contribution to the reorganisation and transformation of Clúid's Age Friendly Housing Service - Clann, managing a team to deliver core housing management to specialist and mainstream housing residents. The team is part of the Housing Services Department which delivers core front line housing management services.

Also within the Housing Services Department is the Dublin-based Contact Centre, where staff are the main point of contact for all tenants and business enquiries and support many areas of Clúid's work.

The Co-Ordinator will ensure the delivery of a high quality housing management service to residents on specialist schemes and to older people in mainstream housing. You will work closely with all Clúid departments such as Property Services, Finance and etc. Clúid's Clann Service is national with specialist schemes in Cavan, Laois, Cork, Donegal, Dublin, Galway, Kerry, Limerick and mainstream housing in every county.

Role Overview: As Clann Service Housing Co-Ordinator, you will manage a team of Scheme Managers to provide excellent Core Housing Management and Clann Services. You will work with the Clann Housing Manager to develop and grow the service. You will work with scheme based staff to develop skills, knowledge and understanding to provide a service which enables residents to remain living independently in their own homes for as long as they are able and wish to do so. You will work with staff to ensure the delivery of a friendly, welcoming and resident-orientated service is provided. You will place a strong emphasis on understanding and delivery of customer requirements.

Reporting to: Clann Housing Manager

Key Duties and Responsibilities

Core Services - Housing

- Support and coach Scheme Managers in the provision of the core housing services of Income, Allocations, Voids, Tenancy and Facilities Management, Community Involvement and Estate Development
- Ensure that Clúid delivers high quality services across all housing core service areas which enable Scheme Managers and tenants to manage and sustain tenancies and contribute to local communities
- Source grant funding and resources to improve scheme common areas and facilities
- Manage the budget for common areas on specialist schemes in your area

Core Services – Older People

- Support and coach Scheme Managers on the provision of the core services of information, advice, support, adaptations, assistive technology, security, social activities, community involvement and safeguarding to support the health, well-being and independence of residents in specialist and mainstream housing
- Co-ordinate the offer and deliver core services in mainstream housing with Scheme Managers and with the assistance of Housing Officers
- Ensure Scheme Managers provide excellent Clann core services which meet the purpose of enabling residents to remain at home living both independently and comfortably for as long as they wish to do so
- With Scheme Managers, build local networks and partnerships which will help residents 'Age in Place'
- Source grant funding and resources for social activities, community involvement, education, health and well-being initiatives

Service Transformation

- Ensure core services which enable older people to remain independent are delivered in a clear, coherent and structured way
- Provide support to the Clann Housing Manager in defining Clann's core service offer with input from your team of Scheme Managers, other relevant agencies as well as residents and their families.

- You will manage the development and continuous improvement of Clúid's core service offering to residents in your functional area.
- You will set and deliver high levels of performance to meet customer demand.
- With your direct reports you will use measures for housing management and Clann core services to understand and improve performance

Growing our Business

- Contribute to New Business Assessments to ensure that resident and Housing Services requirements are reflected in the decision-making process
- Work with the New Business team to demonstrate to key stakeholders the benefits and level of demand for new specialist housing schemes

Finance/Budgets

- Contribute to a sustainable social business with a strong emphasis on value for money.
- Target resources most effectively to achieve operational and strategic goals.

People Management

- Recruitment & Induction – Collaborate with HR to ensure the best candidate/s are recruited for any vacancy in your team, to develop a thorough induction plan and actively manage the probation process.
- Engagement – Manage staff and team engagement activities.
- Managing & Supporting Performance – Provide team members with support and guidance to enhance their performance.
- Learning & Development – Create annual individual employee development and team plans.
- Recognition & Reward – Collaborate with HR to ensure Clúid remain externally competitive and internally equitable for the roles within your remit.
- Safety & Wellbeing – Ensure that your staff work in a safe environment and actively partake in any company wide or team wellbeing activities.
- Systems Thinking – Encourage a systems thinking methodology is considered in all departmental processes and striving for continuous improvement in all you do.
- To promote a culture which is supportive of excellent service delivery and meets our vision, mission, and values.

Corporate Responsibilities

- Ensure all activity is aligned to our values and contributes to the mission of supporting the development of thriving communities
- Adhere to all Clúid policies and procedures at all times
- To exercise discretion at all times
- To fulfil all care and high standards regarding both Clann/Clúid's and your own health and safety obligations

General

- Manage your learning and development in line with your role and personal goals
- To positively promote the Association in all activities
- Any other duties which are consistent with your role

Key competencies required in the role
<ul style="list-style-type: none"> ▪ Customer Care (Residents and stakeholders of our service) ▪ Communication ▪ People Management & Leadership ▪ Change & Project Management ▪ Planning & Organisation

Person Specification

Key Skills		
Candidates will be shortlisted on the basis of illustrating in their application that they fulfil the following criteria . Examples that demonstrate the ability to fulfil the criteria should be included.		
Education/Qualifications	Essential	Desirable
<ul style="list-style-type: none"> ▪ Educated to Degree Level (or equivalent) 	✓	
<ul style="list-style-type: none"> ▪ Professional qualification e.g. ICSH/CIH/IAVI/PSRA 		✓
<ul style="list-style-type: none"> ▪ Driving licence and use of car 	✓	
<ul style="list-style-type: none"> ▪ Property Services Regulatory Authority Licence 		✓
Knowledge/Skills	Essential	Desirable
<ul style="list-style-type: none"> ▪ Knowledge of housing policy and practice 	✓	
<ul style="list-style-type: none"> ▪ Knowledge of the technical aspects of void, rent, repairs maintenance 		✓
<ul style="list-style-type: none"> ▪ Knowledge of the current challenges facing Clann and policy and practice in this area 	✓	
<ul style="list-style-type: none"> ▪ Knowledge of bespoke computer packages & Microsoft office 	✓	
<ul style="list-style-type: none"> ▪ Good organisational skills, with ability to be flexible and work on own initiative 	✓	
<ul style="list-style-type: none"> ▪ Handles conflict situations in a confident and positive manner 	✓	
<ul style="list-style-type: none"> ▪ Commitment to continuous learning and improvement 	✓	
Experience	Essential	Desirable
<ul style="list-style-type: none"> ▪ 5+ years' experience of working in a customer environment preferably in a community setting 	✓	
<ul style="list-style-type: none"> ▪ Experience of working in a residential property orientated environment 		✓
<ul style="list-style-type: none"> ▪ Experience of working with a wide range of people who are: vulnerable, homeless, elderly, low income households 	✓	
<ul style="list-style-type: none"> ▪ Financial appreciation and budget management skills 		✓
<ul style="list-style-type: none"> ▪ Experience of working with other social landlords, statutory and voluntary agencies 		✓
Other Requirements	Essential	Desirable
<ul style="list-style-type: none"> ▪ Satisfactory Gardaí vetting clearance 	✓	

The closing date for applications to be returned for this role is 21st January at 12.00pm

It is anticipated that Interviews for the position will be held at the end of January.

Please [click here](#) to complete our online application form.

(Please note the application form requires the completion of 5 competency-based questions, advice on how best to answer these questions can be found below)

Our vision is of a society where everyone has a great place to live.

Our mission is to provide quality housing and services to enable people to create homes and thriving communities.

OUR VALUES

Leadership

We are passionate about results that matter and are committed to constantly challenging the way we do things, so that we can be the best at what we do.

We aim to set the benchmark for housing quality and customer service.

We accept only the highest standards of conduct and put service before self-interest.

Collaboration

We are approachable and responsive.

We aim to get the best, mutually beneficial results from all our working relationships.

We keep our promises.

Responsibility

We take personal and collective responsibility to ensure that the needs of our customers are consistently met in a cost effective and sustainable manner.

Caring

We believe that when we care for each other, interacting with integrity and respect, we will ultimately achieve the best possible outcome in any given situation.

COMPETENCY BASED QUESTIONS

Information on completing Competency Based Questions:

As part of your application you are required to describe some of your personal achievements to date that demonstrate certain necessary skills and qualities required for this position. The skills and qualities are outlined in the Questions Areas of the application form. All question areas must be completed and remember that you will be questioned on all areas at interview if you are invited to one. The instructions below will help you to complete your answers, but you should also consider these instructions when you are preparing for interview.

For each question you are given a description of the competency. You are then asked to describe a situation, from your own experience, which you think is the best example of what **YOU** have done which demonstrates this skill or quality. It is essential that you describe how **you** demonstrated the skill or quality in question.

The information you present here will form part of a shortlisting process, where necessary, and may also be used to help structure your interview, if you are invited to one. Therefore, compose your replies carefully and try to structure what you write so that you give specific information about what you have done – for example, do not simply say that “X was successful”, describe exactly what you did and how you demonstrated the skill or quality in question.

For each of the examples please include the following:

- (a) The nature of the task, problem or objective;**
- (b) What you actually did and how you demonstrated the skill or quality**
- (c) The outcome or result of the situation**

Please do not use the same example to illustrate your answer to more than two skill areas.

Please note that, should you be called to interview, the Interview Board may look for **additional examples** of where you demonstrated the skills required for this post so you should think of a number of examples of where you demonstrated each of the skills.

GUIDELINES FOR COMPLETING THE COMPETENCY BASED QUESTIONS

The competencies are designed to help you to present **relevant evidence** in order that decision makers can evaluate how well you 'fit' the requirements of the role. Relevant evidence is usually drawn from your work experience and the way in which you have accomplished a range of activities. Those involved in screening the applications will be evaluating the information you give against **specific skills** required for effective performance in the role. To do this they need you to give enough detail so that they can tell **what you actually did** and **how you did it**.

The people doing the screening **will not** assume that you demonstrate a skill at the right level just because of your current role, length of experience or educational qualifications. These do not give enough evidence about how you accomplished relevant tasks. So, if a question is about your approach to decision making, you need to do more than describe your current role and list important decisions you have made. You will need to describe **how** you reached relevant decisions.

Some guidelines for presenting yourself well are given below:-

- **Give specific examples** – all competencies will ask you to describe an example of when you have demonstrated a skill: try to do this concisely but with enough detail so that the reader will be clear about **what you actually did**. This detail might include information about timescales, the number of people involved, budgets etc. It can help to use bullet points to that the sequence of events is clear to the reader.
- **Give a range of examples** – if possible, base your answers on different situations or challenges you faced rather than rely on just one experience. This helps the reader to evaluate how you tackle different challenges and not just your behaviour in a 'one off' situation.
- **Be concrete rather than theoretical** – a clear description of **how you actually behaved** in a particular situation (and why) is of much more use to the reader than a vague or general description of what you consider to be desirable attributes.

EXAMPLES ON HOW TO COMPLETE THIS SECTION OF THE APPLICATION FORM

Competency: Communication Skills: *able to adapt your communication style to particular situations and audiences..... Able to produce clear and concise written information....*

Example 1: *I was responsible for producing important management reports and supporting presentations for a range of important and high profile clients. Through my understanding of*

the clients' needs and my effective communication skills, I have ensured that the reports that go to the clients are relevant and focused, and are continually improved. The reports I have produced and the presentations I have made were well received by all my clients. As a result of the combination of my analytical thinking and interpersonal and communication skills, my brief has been extended to lead the development of the strategic plan for the organisation.

Example 2:

(a) The unit I was attached to was responsible for producing a management report and supporting oral presentation for several large clients, some with significant problems and issues to report. In some cases the management report was publicly available and was subject to a great deal of scrutiny. A new style/format of management letter needed to be developed for my clients, as many of the clients were complaining that the letters were too large/long and difficult to read.

(b) I was tasked with developing a new style of management letter for the clients. I had to meet stringent quality requirements/criteria whilst addressing the need to reduce its size. Following consultation, mainly over the phone and face-to-face, with the majority of our clients, I realised that a summarised report format with a better visual and more interactive presentation was the answer. I developed a format for a summarised report, reducing the average length from 40 pages to just 10. I achieved this through careful editing of information and increased use of graphs etc. I then developed a more focused presentation to clients and included more graphical displays and incorporated short presentations by colleagues directly involved in producing the work. During the presentations I encouraged clients to ask questions and develop their understanding of the issues at hand.

(c) The summarised management report and improved presentations were seen as a success by the clients, who with exception, in responding to an evaluation survey, found the new format/style better than the previous, and all requested that the revised system should be continued.

Example 1 (above):

This is **not** a good example because it:

- does not give sufficient details of exactly what the person did or how they actually demonstrated their “*effective communications skills*”, also, it is not clear where the information requested at (a), (b) and (c) above is presented.

EXAMPLE 2 (ABOVE):

This is a **better** example because it:

- describes exactly what the person did and how they communicated, for example
“.....consultation, mainly over the phone and face-to face” & “developed a format for a summarised report, reducing the average length from 40 pages to just 10” “achieved this through careful editing of the information and increased use of graphs”.
“Encouraged clients to ask questions”

- Also, it is clearer where the information requested at (a), (b) and (c) above is presented.

Reminder:

Please note that all competencies must be completed at the time of application.

Failure to complete all areas of the application form may result in you not being brought forward to the interview stage of the selection process.