

Job Title: Charlie Ratchford Court Accommodation Coordinator
Job Grade: Level 3, Zone 2

In Camden, we want to support people to live healthy, active and independent lives. At Charlie Ratchford Court we offer a unique living experience that focuses on helping people with social care needs to build on their strengths and live their best possible lives as safely and independently as possible in their own flats.

There will be a team of staff on site 24-hours a day to support residents in managing their daily living and wellbeing. The Accommodation Coordinator will support residents to manage various aspects of their personal accommodation and keeping to the conditions of their Occupation Agreement, and with the support of the Wellbeing Team, to ensure the building is kept in good order.

The Values of the Service

- Deliver with the people of Camden
- Be accountable to your team
- Take Personal Responsibility
- Take pride in getting it right
- Work with people to find ways that are better for them

Job Summary

To take the lead coordinating housing and building functions and to support residents of Charlie Ratchford Court with the sign-up and management of their Occupation Agreements, including ensuring payment of fees and charges, reporting and follow-up of repairs for both public areas and individual accommodation. To work with the Wellbeing Team to ensure that residents comply with the conditions of the Occupation Agreement and that the building is kept clean and safe.

What we ask of you

That you can communicate effectively with a range of people including the residents of Charlie Ratchford Court and their loved ones, staff on-site, contractors and others who may be visiting, to address problems and to ensure compliance, as required.

That you are able to work unsupervised, managing time effectively and working to deadlines.

That you are able to use a range of IT packages to support Housing and Building Management.

That you are able to liaise with a range of Council departments and external contractors to ensure issues are followed up and regular contracts are maintained.

That you will take responsibility to ensure that others meet expected deadlines, regulatory compliance and quality.

That you are able to support people to assess risk and to monitor Health & Safety within a framework.

That you are able to work as part of a team to achieve a common goal and provide leadership to the team on Housing matters where necessary.

That you are able to provide written reports and record numerical data.

That you are able to identify problems and opportunities and facilitate solutions.

For you to demonstrate commitment to customer care.

That you are flexible and adapt to the needs in the service.

For you to demonstrate understanding of the diverse needs of people who use services.

Who will support me?

The Wellbeing Leader will support you, however you will be expected to work largely on your own initiative. You will be considered the local expert and be required to liaise with corporate colleagues, particularly in Housing and Property departments to share knowledge and negotiate solutions.