

# CORNWALL HOUSING



A CORNWALL  
COUNCIL COMPANY

## **Scheme Coordinator - Independent & Supported Living**

Recruitment pack



# Join us at Cornwall Housing and be part of the change

**If you're looking for a quiet life in Cornwall, this isn't the place for you. But if you're after a challenge and a change, where you can really make a difference, then we've got a home for you at Cornwall Housing.**

We're renewing our service to ensure every resident has the safety, support, and opportunity to thrive in a home that truly works for them. By uniting our Supported Housing and Independent Living teams, we are building a service rooted in care, connection, and community - one that helps residents live fulfilling lives and makes a lasting, positive impact.

If you're inspired by these values, apply now and become part of this change!

We're looking for passionate and people centred **Scheme Coordinators** who will help create vibrant, connected and supportive communities within our **Independent & Supported Living schemes** in the North East of Cornwall.





# What our new Independent & Supported Living Service looks like for residents

Our refreshed Independent & Supported Living service is designed around our locality model, with support delivered across three regions, ensuring services are accessible, personalised, and rooted in the local community.

## Regional Housing Officers

Each region has a dedicated Housing Officer who is accountable for services in that area. They will lead the team working on site, coordinate support, work closely with onsite care providers on our supported schemes, strengthen local partnerships, and make sure buildings remain safe and well managed.

## Scheme Coordinators Focused on Resident Wellbeing

Every older person's scheme has its own Scheme Coordinator, whose role centres on resident engagement, activities, events, wellbeing support, and building strong resident relationships. Their goal is to help residents stay connected, active, and supported.

## On Site Caretakers Helping Day-to-Day

Each older person's scheme also benefits from a dedicated caretaker who assists residents with:

- Grounds maintenance
- Small community projects that build pride and enhance the scheme's appearance
- Light DIY tasks
- Moves and transitions

## Stronger Community Connections

We're making greater use of communal spaces and encouraging resident led activities that bring people together, strengthen connections, and create a genuine sense of community.

## Proactive Health & Wellbeing Support

Teams proactively engage with GPs, health professionals, and local services. This help residents stay independent for longer and reduces reliance on emergency services and social care.

## Support Beyond the Scheme

Our outreach work also supports older people in the wider community, offering:

- Signposting to helpful services
- Community connections
- Early engagement with prospective residents to ensure smooth transitions



# About us

Cornwall Housing is an ALMO. This means we manage and maintain approximately 10,200 homes, 400 leasehold properties, shops and land and neighbourhoods on behalf of Cornwall Council.

We're held to account by the Regulator of Social Housing and have our own board, with resident representation.

Any profits are re-invested into the Housing Revenue Account and used to improve social housing locally and we work closely with Cornwall Council and our residents to deliver key housing services across the region, ensuring we have safe homes in strong communities for one and all.



## Role Purpose:

To assist the Housing Officer in delivering a comprehensive housing management and support service to residents living in our older persons' accommodation.

This role covers all aspects of housing management, scheme safety, and concierge services, playing a key part in working collaboratively with residents and stakeholders to ensure the highest standards of service. By promoting health, wellbeing, and independence through partnership working, the role enables residents to enjoy their tenancy and feel confident in the safety and quality of their living environment.

## Behaviours, Competencies and other requirements

*We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes*

Behaviours	Assessment Method
<p><b>You live the CHL values through</b></p> <p><b>Collaboration</b> You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <p><b>Honest</b> You take responsibility for your work, your environment and your development.</p> <p><b>Learning</b> You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p>	<p>Application Form and Interview</p>

Qualifications and Experience	Assessment Method
<p>The following qualifications and experience are essential:</p> <p>Level 3 qualification (or equivalent experience) in a relevant discipline, e.g.:</p> <ul style="list-style-type: none"> <li>• CIH Level 3 Certificate in Housing Practice</li> <li>• Health &amp; Social Care</li> <li>• Social Housing</li> <li>• Community Development</li> </ul> <p>English and Maths at Level 2 (GCSE A–C/9–4 or equivalent).</p>	<p>Application form</p>

12–24 months' experience in housing, supported housing, or community services - preferably within older persons/supported accommodation.	Application form
Understanding or experience of social housing	Application form Interview
Experience in community engagement, including planning and facilitating activities and supporting resident groups.	Application form Interview
Proven ability in record keeping and performance reporting (case notes, KPIs, dashboards, compliance).	Application form Interview
Customer-focused and compassionate, with experience building trust and rapport.	Application form Interview
Excellent communication and interpersonal skills, with the ability to act with tact and diplomacy and manage situations calmly, including in a crisis.	Application form Interview
Strong organisational skills with the ability to manage time effectively and achieve objectives under pressure.	Application form Interview
Experience in complaint handling and informal resolution, including problem-solving and risk assessment.	Application form Interview
Lone working in the community and managing dynamic risk	Application form Interview
Ability to work independently and collaboratively, including lone working and managing dynamic risk.	Application form Interview
Understanding of the issues facing residents	Application form Interview
IT proficiency in Microsoft 365 (Outlook, Teams, Word).	Application form Interview
<b>The following qualifications and experience are desirable</b>	<b>Assessment Method</b>
Tenancy management experience, including: <ul style="list-style-type: none"> <li>• Allocations/voids, tenancy sign-ups, estate inspections.</li> <li>• Responding to breaches (early intervention), basic ASB case handling and signposting.</li> <li>• Income sustainability support (payment plans, debt advice signposting, abandoned property checks).</li> </ul>	Application form Interview
Safeguarding adults: identifying concerns, making referrals, participating in multi-agency meetings.	Application form Interview

Health & Safety compliance in communal schemes: understanding of landlord responsibilities, communal inspections, fire safety checks, risk assessment follow-up, incident reporting.	Application form Interview
Experience working within a local authority, ALMO, or Registered Provider environment	Application form
Designing resident engagement initiatives that improve satisfaction and participation.	Application form Interview
<b>Other requirements</b>	
The duties of the role will be carried out in line with the CHL Flexible Working model – Balance. It is a condition of employment that the role holder can attend the office as required to attend face to face meetings in order to fulfil the obligations of the role.	Application Form
The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	Application Form
The duties of the role involve travel on a regular basis the role holder will be required to provide a suitable vehicle.	Application Form
The duties of the role include working out of hours and attending evening meetings. It is a condition of employment that the role holder should attend on such occasions.	Interview
This role has been identified by the organisation as safety critical	Yes/No
This post is subject to a criminal record Disclosure & Barring Service (DBS) check	Yes – Enhanced

# Timeline

The closing date for applications is: **29 March 2026**

Interviews: **7-8 April 2026**

## How to apply

If you are interested in becoming a **Scheme Coordinator** visit **[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)** or call **0300 1234 161**

