

<b>Job Title:</b> Sheltered Housing Officer (cluster)	<b>Role Profile Number:</b> CEN072
<b>Grade:</b> M	<b>Date Prepared:</b> December 2018
<b>Directorate/Group:</b> Housing Tenancy Services	<b>Reporting to:</b> Sheltered Housing Supervisors

### Job Purpose

- As part of a team, to manage a number of sheltered housing schemes.

### Key Accountabilities

- Provide a morning welfare call to residents who have requested it
- Assist residents and residents groups to make sheltered housing happy, vibrant and safe places to live
- Generally support residents to live independently. Liaise with family, social care and medical professionals if appropriate
- Oversee building security including using CCTV equipment if installed
- Report safeguarding concerns and attend appropriate strategy /best interest meetings
- Carry out a range of health and safety and compliance checks within buildings (including fire alarm testing and safety checks, water hygiene checks, intercom checks etc.)
- Keep accurate and up to date records of residents – including medical conditions / emergency contacts etc to be used in an emergency situation
- Report and keep a record of communal repairs and assist residents who are unable to report repairs.
- Complete accident, incident and near miss forms when appropriate
- Check scheme emails and ensure that all records are kept in line with GDPR guidance. Liaise with the control room ensuring that records are accurate and up to date
- Assist with contactors carrying out work at the site, enabling access to the site and ensuring work is carried out in a safe manner
- Attend on site emergencies. (Lift failure, fire alarm activation etc.)
- Oversee the general cleanliness of the scheme and grounds, and manage the cleaning assistant. Ensure cleaning materials are kept in line with COSHH guidance
- Deal with ad-hoc calls and enquiries relating to sheltered housing residents

- Promote and encourage communal scheme activities
- Oversee the guest accommodation and take appropriate payments for its use
- Deal with minor tenancy matters and disputes between residents
- Assist with residents who appear to be failing within their tenancies by signposting them to additional support and/ or liaising families, GPs , social care agencies etc
- Ability to travel between several Sheltered Housing locations

### **Supplementary Accountabilities**

- Assist the team with emergency situations across all sheltered schemes– power failures, fires etc.
- Assist with cleaning duties when necessary including emergency cleaning situations (e.g. bodily fluids)
- Manage guest accommodation that is used on a temporary basis e.g. emergency hospital discharge.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Minimum: Working in a sheltered/supported housing/ care environment or related housing field. (e.g. tenancy management / homelessness /allocations etc.)
- Minimum: Basic IT knowledge (emails etc.)
- Minimum: Keeping accurate records /short reports
- Preferred: Experience in staff supervision
- Preferred: Experience in building management
- Preferred: knowledge of housing tenancy management
- Preferred : knowledge of Health and Safety

### **Qualifications**

- Minimum: GCSE C or above English or significant compensatory experience of written communication
- Preferred : NVQ level 3 or equivalent in Housing (or related field) or studying towards
- Preferred: First Aid at Work

### **Decision Making**

- Work empathetically with vulnerable residents
- Making decisions about when to notify social care or health professionals about residents wellbeing
- Promote equality and diversity best practice in all areas
- Reporting and monitoring repairs and issues relating to building safety

### **Creativity and Innovation**

- Assist residents and residents groups to make sheltered housing happy and vibrant places to live
- Work with tenants, their families and social care professionals to support tenants who have lifestyle

issues such as hoarding

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• 1-2 Cleaning Assistants</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Safeguarding concerns</li> <li>• Significant neighbour disputes or tenancy issues</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility</b></p>	<p>No</p> <p>Be responsible for a cluster of sheltered housing residents on a daily basis (50 – 150 residents )</p> <p>Will manage on a daily basis several sheltered housing buildings which are significant council assets. Including Fire Alarm system, communal areas etc.</p>
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**Contacts and Relationships**

- Post holder will need to develop excellent working relationships with social workers, community nursing teams, care agencies, mental health services, local GPs, Police and Community Fire Safety
- They will regularly liaise with colleagues in housing property teams and landlord services as well as dealing with a range of external contractors
- There will be daily contact with tenants and their next of kin
- Occasional contact with elected councillors

**Other Key Features of the role**

(Working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- Attending emergency situation- illness, injury and occasional death of a resident.
- Gritting exterior of schemes.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	