

Job Title: Sheltered Housing Operations Manager	Grade: Q	Post Number: HG002
Directorate: Housing and Adult Care	Job Family: Housing	Date Prepared: July 2015 Date Reviewed: March 2022

Job Purpose

Manage the Council's Sheltered Housing Service.

Key Accountabilities:

- Manage the sheltered housing service, being directly responsible for 1/2 of the 32 schemes and the resident staff who reside in the majority of the buildings.
- Ensure staff are fully trained, appraised, developed and keep appropriate records.
- Ensure that staff are clear about professional boundaries and that these are regularly reviewed and updated.
- Comply with all relevant Health & Safety requirements, lone working, person handling and safe working practices etc. Complete annual scheme inspections.
- Work with the Councils Corporate Safety team to ensure a high compliance with the annual safety audit.
- Oversee Fire Safety within the buildings, ensuring that day to day management keeps residents safe and that management actions recorded within the statutory Fire Risk Assessment are addressed. Take appropriate action (including enforcement) if tenants breach Fire Safety and work with representatives of Wiltshire Fire and Rescue Service to maintain safety.
- Oversee staff rotas ensuring the residents receive a daily call and that all buildings are covered. Process timesheet and pay for allowances (on-call, standby etc). Administer staff sickness records/annual leave and time off in lieu.
- Oversee the management of the scheme cleaning assistants.
- Assist the Sheltered Housing Officer in dealing with problematic and anti-social residents, taking appropriate action to resolve.
- Provide support to Sheltered Housing Officer coping with vulnerable and frail residents enabling them to remain in their own homes for as long as possible. Liaise with Social Services, attend hospital discharge meetings and professionals meetings.
- Be the first contact for staff who suspect a resident may be a victim of abuse (financial, sexual, psychological, neglect etc) ensuring that appropriate agencies are alerted and responses co-ordinated.
- Co-ordinate professionals meetings for tenants who are failing to live independently.
- Oversee the overall building management including communal areas, landings and guest flats.
- Oversee the payment of guest flat income and ensure that guest accommodation is of a high standard.
- To manage the enforcement of tenancy conditions in sheltered housing, including

tenant/neighbour disputes.

- Ensure that scheme and resident records are accurate and up-to-date and that the scheme office is kept in a professional manner.
- Ensure dispersed staff receive regular team meetings and briefings. Ensure that a comprehensive set of staff instructions/procedures are in place.

- Oversee the work of specialist contractors, monitoring performance (eg window cleaners, grounds maintenance, etc).
- Promote tenant participation and involvement ensuring that residents have the opportunity to become involved in decisions relating to their building or the sheltered housing service
- Hold regular minuted team briefings, 1-1 meetings and annual appraisals.
- Correspond with tenants on breach of tenancy or in response to complaints.
- Write reports and staff instructions.
- Manage budgets for staffing, communal areas, grounds improvements etc.
- Prioritise spending for communal areas within approved budgets and assist in the delivery of the planned maintenance programme. Hold meetings with residents and contractors to ensure such programmes are delivered efficiently.
- Support the Sheltered Housing Officer in developing social activities for residents in conjunction with residents committees, etc.
- Co-ordinate accident, incident and near miss Health and Safety returns implementing controls to reduce risk to residents and staff. Be responsible for the health, safety and welfare of staff, residents and visitors to the building.
- Work with the Control Room team to ensure Out of hours services to tenants are of a high standard.
- Co-ordinate and organise contractors for items such as pest control, flat welfare clearances, minor works, etc.
- Assist in the development of procedure guides and manuals for staff and tenants.

General Responsibilities:

- Cover duties of Sheltered Housing colleague during periods of leave, sickness etc. (33 schemes), deputise for the Sheltered Housing Manager at various meetings and events.
- Respond to out-of-hours calls (eg emergencies within Sheltered Housing complexes). Arrange at short notice (eg early am) staff cover following sickness. Receive calls from staff following any deaths within sheltered housing.
- The post holder will be required make important decisions without reference to line management – for example safeguarding, tenancy enforcement or safety of the building eg during an extended power failure.
- The post holder will need to develop professional relationships with a broad range of colleagues from other organisation, e.g. social care managers, commissioners , fire officers.

Supplementary Accountabilities:

- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor

including being appraised in accordance with the Council's development and appraisal scheme, and to undertake a programme of continuous development.

- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
 - You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
 - You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Undertaking any other duties that can be accommodated within the grading level of the post.

Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Job Scope:

Number and type of jobs managed: 11x full time Sheltered Housing Officers(FTE); 6x Cleaners (FTE). Up to 20 staff when covering for colleagues.

Typical tasks supervised/allocated to others Office administration, site inspections, record keeping, repairs reporting, support planning for residents.

Job Scope:

BUDGET: £100K

ASSETTS: 16 Sheltered Housing complexes (including furnishings in communal areas; laundry equipment), Warden offices (including IT equipment, telephones, etc.). Tenants' confidential records. Cleaning equipment and stock. Staff rotas. Health & Safety inspections and cleaning equipment. 15 staff members (approx.) 500 tenanted homes

Knowledge and Experience:

Minimum

- Experience of managing a large dispersed workforce (80% off site work)
- Excellent verbal and written communication skills
- Excellent problem-solver/decision-maker
- Good practical knowledge of Health & Safety
- HNC in Housing (or equivalent) and at least 5 years working in a housing or social care environment
- Ability to discuss complex needs of tenants with health and social care professionals
- IT skills
- Ability to organise, plan and prioritise a complex and diverse workload

Preferred

- CIOH Diploma or equivalent experience of managing Supported Housing or Sheltered Housing
- Experience of budget management
- Health and Safety Qualification eg NEBOSH

Decision Making

- Deal with enquiries on a daily basis from Sheltered Housing Officers, residents, contractors, councillors, health and social care professionals
- Advise staff on a comprehensive range of duties, including repairs and maintenance, Health & Safety, tenancy breaches including anti-social behaviour and neighbour disputes
- Devise comprehensive instructions for staff ensuring a consistent and professional service is delivered across all buildings
- Make recommendations to the Sheltered Housing Manager about service improvements and safe operational activity
- Ensure residents receive a service if their own Sheltered Housing Officer is absent
- Discuss alternative housing options for residents with family and health care professionals

Contacts and Relationships:

Internal 60% External 40%

Internal – Housing Officers, Repairs teams, Social Services, Environmental Services, Crime and Disorder team, Planned Maintenance and Asset Manager, Homeline team

External – Residents, Contractors, Emergency Services, Health professionals, Social Care Agencies, Voluntary Organisations, families of residents and residents, Out of Hours calls/Emergencies (eg arranging staff cover).

Creativity and Innovation:

- Provide a service which is flexible and changes with the needs of residents
- Ensure that schemes are vibrant places in which residents feel safe and secure
- Continually review the service and safety arrangements
- Ability to write clear reports and instructions
- Ability to interpret legislation
- Develop good Practice within the team

Employee's Signature

Print Name:

Date:

Line Manager's Signature

Print Name:

Date: