JOB DESCRIPTION

Post: Scheme Manager

Responsible to: Senior Housing Officer (Sheltered)

Responsible for: N/A

Objective of Post

To manage and carry out a range of tasks in line with the job profile which deliver /facilitate high quality housing and support services to tenants in our Over 55s housing schemes, and the wider community, which promote their independence, health and well-being.

To be able to advocate on behalf of tenants and act as a co-ordinator of care and support services provided by other agencies.

To encourage mutual support amongst tenants and promote healthy living, social and community activities for tenants and for older people within the wider community.

To contribute to a coaching culture within the team, focusing on improved performance, efficiency and innovation and in line with Arawak Walton's Mission and Ethos.

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1 Key Responsibilities/Key Areas:

1.1 Support Services

- Deliver support services to tenants which are consistent, professional and accessible and ensure that tenants' welfare is monitored.
- Welcome new tenants and provide them with information on the facilities available
- Ensure new tenants and their relatives are aware of the level of service they can expect from the Scheme Manager.
- Carry out risk assessments and support plans with tenants, identifying any problems and offering advice/assistance where appropriate.
- Maintain accurate and up to date tenancy records
- Monitor the health and well-being of tenants, responding as appropriate to any changes.
- Maintain a daily diary of events/incidents/emergencies or any other matter relating to the tenants and the running of the scheme for inspection by the Communal Services Manager

- Carry out morning calls (make daily contact) with each tenant.
- Be aware of possible signs of abuse and refer to the appropriate agency.
- During working hours responding to emergency and other calls, ensuring appropriate action is taken.
- Carry out quarterly checks on the community alarm equipment, making sure that it is working properly.
- Liaise with other agencies, making referrals as required with the agreement of the tenants.
- Guide tenants towards other Arawak Walton services as required and be able to provide tenants with information relating to other services available within the wider community.
- In the event of the death of a tenant at the scheme, liaise with the relatives, partners and neighbours. To maintain appropriate records and advise the Communal Services Manager immediately.

1.2 Lettings & Marketing

- To attend accompanied viewings on behalf of the Housing Officer with prospective tenants.

1.3 Tenant Involvement & Social Activities

- Promote communication within schemes by involving tenants in decisions about the running of scheme.
- Facilitate other, more frequent, events which promote tenant interaction.
- Maintain the Scheme Notice Board.
- Encourage tenants to be involved in managing and developing activities within and across schemes.

1.4 Scheme Management

- Be responsible for the day to day management of facilities and services provided at the scheme, maintaining records as required within relevant policies and procedures.
- Notify other departments within Arawak Walton and other agencies if specialist services are required.
- Liaise with tenants about repairs and contractor access and report repairs where appropriate.
- Monitor the attendance and performance of contractors, cleaners or any other visitors to the scheme.
- Deal with tenants' minor complaints.
- Administer and account for the guest room receipts.

- When going on annual leave, ensure that matters of concern are brought to the attention of the mobile warden/emergency cover service and Communal Services Manager.
- Ensure cover is provided across sites as required.

1.5 Health & Safety

- To carry out daily visual Health & Safety checks and to maintain appropriate logs/records as necessary.
- To conduct weekly Health and Safety checks including fire alarm and emergency lighting tests.

1.6 Safeguarding responsibilities

- Be alert to and recognise welfare issues & signs of abuse.
- Challenge and report poor practice to relevant organisations and line manager.
- Share information, as appropriate, with relevant people.
- Liaise with other statutory organisations, as appropriate.
- Follow the Association's Safeguarding Policy & Procedure and seek advice from the Safeguarding Lead and Local Authority Safeguarding Teams as appropriate.
- Make referrals to social services when appropriate.
- Provide support to and liaise with victim and family members as appropriate.
- Provide support to other tenants as appropriate.
- Contribute to support/action plans.
- Attending multi agency meetings as appropriate.
- Ensure appropriate confidentiality is maintained.
- Ensure that good records are kept.

1.6 General

- Follow and promote Arawak Walton's policies and procedures at all times, particularly, but not exclusively, those relating to equality & diversity, health & safety and data protection.

- To promote a caring, helpful and unbiased attitude towards all residents and other members of the general public and maintain an impeccable standard of professionalism in such dealings.
- Be responsible for your own health and safety, ensuring a safe working environment.
- Be responsible for your own self development and undertake training as required.
- Be aware of national policies affecting housing for older people and community care and health issues.
- Participate in multi-agency meetings, working groups and other meetings as required by the Communal Services Manager.
- Have a flexible approach to working hours. This may involve occasional evening work.
- Carry out any other duties which may be reasonably requested by your line manager.

This job description may be subject to change from time to time to reflect the changing demands on the service, but is a correct reflection of the duties of the post at the time of writing.

ARAWAK WALTON HOUSING ASSOCIATION

PERSON SPECIFICATION

SCHEME MANAGER

AF = Application Form	I = Interview	T = Test

Criteria	Essential	Desirable	Method of assessment
EDUCATION AND QUALIFICATIONS			
Work related qualification i.e. NVQ, CSHS		✓	AF
EXPERIENCE			
Knowledge and experience of the needs of older people	✓		AF / I
Knowledge of the services available to older people		✓	AF / I
Knowledge and experience of H&S requirements at Sheltered Scheme		✓	AF/I
Experience of record keeping		✓	AF / I
Knowledge of 'Housing Related Support for Older People' formerly Supporting People		✓	AF / I
Experience of liaising with organisations and agencies		✓	AF / I
Experience of organising activities		✓	AF / I
SKILLS, KNOWLEDGE AND ABILITY			
Ability to respond to service demands, quickly, efficiently and with tact and diplomacy	✓		I
Excellent counselling and negotiation skills	✓		AF / I
IT literate with working knowledge of Microsoft Outlook, Word, Excel	✓		AF / I / T
Good organisational skills	✓		AF / I
Excellent interpersonal skills to deal with a wide range of groups and individuals at all levels in the organisation	✓		AF / I
ATTITUDES			
Willingness to take decisions, handle unforeseen situations and find solutions	✓		I

Commitment to excellent customer service and continuous improvement	✓		I
Positively adapting approach to work activities with changing circumstances	✓		I
A willingness to undertake further training as required	✓		I
A flexible approach to work and hours	✓		I
Display the core behaviours of the organisation to be passionate about people	✓		I / T
Current driving license and access to vehicle		✓	AF