

ROLE PROFILE

Job Title: Support Officer	Role Reports to: Older People’s Services Officer	Business Function: Older People’s Services	Grade: G
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<p>Job Purpose:</p> <p>Ensure the effective administration, management, security and maintenance of culturally sensitive Sheltered Housing schemes in Manchester City Centre. Assisting customers to maintain the safety and security of their home and to comply with the requirements of the tenancy agreement.</p> <p>Subject to Enhanced (Disclosure & Barring Service) DBS Check</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Commercial Focus • Building good relationships • Problem solving and decision making • Seeking and gathering information
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Key Responsibilities:

1. Deliver enhanced housing management services to older customers in a range of accommodation, either directly or by working with colleagues and agencies.
2. Supporting customers to maintain their accommodation through communication in and translation from/to Cantonese and English
3. Dealing with referrals and housing applications and the subsequent lettings process in line with eligibility criteria
4. Carrying out assessments of customers' ability to maintain safety and security of accommodation via Tenancy Management Plans and comply with the tenancy agreement at sign up and reviewed at intervals throughout the tenancy
5. Offering advice on rent arrears and advising and assisting customers/appointees in dealing with benefit claims during the tenancy sign up process and throughout the life of the tenancy
6. Advice and implementation of any aids and adaptations to suit requirements
7. Tenancy conditions including explanation of the terms and conditions of the tenancy agreement and their security of tenure within it
8. Receipt and logging of keys on scheme
9. Supporting/Completing Assured Shorthold Tenancy visits, assisting in dealing with notices, abandonment and related issues
10. Supporting the management of dealing with Anti-Social behaviour
11. Arranging and monitoring access to the buildings (Contractor management) and maintaining security of the buildings
12. Administration/management of housing files/records
13. Facilitating and reporting day to day repairs, monitoring and liaising with Your Response
14. Supporting/Undertaking customer consultation – information and participation relating to housing management information
15. Health and safety compliance checks and incident reporting; completing and managing risk assessments
16. Monitoring and management of CCTV
17. Support the work of the Older People's Service Officers in the promotion of Sheltered Schemes and services
18. Ensure a positive climate for customer involvement is maintained within the service and that all customers understand the opportunities available for involvement
19. Undertake tasks to ensure compliance with any contractual funding requirements.
20. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Strong knowledge and understanding of Chinese culture • Good understanding of issues facing older people • Knowledge of Safeguarding 	
Skills	<ul style="list-style-type: none"> • Good spoken Cantonese and English translation skills to meet the support needs of customers • Strong communication skills, ability to work with members of the public, particularly older people. • Ability to work alone and prioritise workload accordingly • Ability to work effectively without close supervision • Strong IT skills e.g. Microsoft Outlook, Word and Excel. • Strong problem-solving skills 	<ul style="list-style-type: none"> • Good written Cantonese and English translation skills
Experience		<ul style="list-style-type: none"> • Experience of providing services for older people
Qualifications/Education		

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	Working with Your Housing Group teams and external agencies

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. 100% of customer and tenancy management information is kept up to date at all times e.g. Critical Resident Data, Fire Evacuation Assessments, Tenancy Management Plans
2. 100% of compliance checks are undertaken and any identified issues reported and actioned.
3. 100% of safeguarding and other serious concerns are logged on Datix within 1 working day.
4. 100% of welfare checks for residents who have not signed a waiver

Date Role Profile Created/Updated:	January 2019
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