

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
Scheme Manager	Older People Services Officer	Older Peoples Services	OPS	G

<p><b>Job Purpose:</b></p> <p>Ensure effective administration, management, security and maintenance of Sheltered Housing Schemes, providing services to customers, assisting them to maintain the safety and security of their home and to comply with the requirements of their tenancy agreements.</p> <p><b>Subject to Enhanced Disclosure &amp; Barring Service (DBS) Check</b></p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
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### **Key Responsibilities:**

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

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good understanding of issues faced by older people</li> <li>• Knowledge of Safeguarding</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, ensuring with the ability to communicate clearly, working with members of the public, particularly older people in an empathetic manner</li> <li>• Ability to work alone and as part of a team</li> <li>• Strong organisational skills</li> <li>• Strong problem-solving skills.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• IT experience working with Microsoft, particularly Outlook, Word and Excel</li> </ul>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	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. All critical customer data sheets are updated at least annually, following a change in circumstance or at the request of the customer.
2. All Fire Evacuation Assessments are updated at least annually, following a change in circumstance or at the request of the customer.
3. 100% of Orchard monthly compliance checks and supplementary checks are undertaken, recorded and reported.
4. Emergency pull cord checks are undertaken in every property at least every 3 months, results recorded and any actions reported to resolve failures.
5. Customer welfare checks are undertaken in accordance with customers personal plan
6. Customer scheme meetings are held at least every two months, following the standard agenda and minutes are recorded

<b>Date Role Profile Created/Updated:</b>	<b>April 2020</b>
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