

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
Scheme Manager	Senior Home Ownership Officer	Sales & Lettings	Home Ownership	H

<p><b>Job Purpose:</b></p> <p>Ensure the correct administration, management, security and maintenance of Leasehold Retirement Housing Schemes and to provide services to residents to assist them to maintain the safety and security of their home and ensure compliance with the Lease Agreement.</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 vulnerable older residents, directly or by involving and working with colleagues and other agencies, including assistance with, reporting repairs, complying with the terms of the lease agreement including Ant-Social Behaviour (ASB), nuisance and visitors to the property, rent & service charge arrear, assist with applications for housing benefit claims, accessing assistive technology and adaptations, assisting access to other statutory, voluntary or private agencies to enable the resident to maintain their independent living.
2. Assist with marketing the properties, undertaking assessments, in a sensitive way against set eligibility criteria, and completing new tenancy data.
3. Assist with the preparation of Health & Safety Risk Assessments, carrying out regular Health & Safety and security checks of all communal areas, taking appropriate action and escalating any issues.
4. Carry out regular checks on the operation of equipment at scheme and report any failures immediately e.g. fire alarms, emergency lighting, emergency pull cord system, etc.
5. Monitor services received by residents and assist them to address situations where such services may not be meeting their needs e.g. grounds maintenance, cleaning etc.
6. Undertake assessments of resident's ability to maintain safety and security of accommodation and comply with lease agreement and review annually with residents, family, carers and other agencies where appropriate.
7. Maintain regular contact with residents to provide repairs, fire safety, and advice to ensure they comply with the terms of their lease.
8. Support the work of Senior Home Ownership Officer / in the promotion of schemes and services and assist in staff cover at other locations as required by Manager.
9. Ensure a positive climate for resident involvement is maintained within the service and that all residents understand the opportunities available for involvement.
10. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of issues facing older people</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Safeguarding</li> <li>• Good understanding of Health &amp; Safety &amp; Compliance issues in leasehold developments for the elderly</li> <li>• Commercial awareness to understand how the role supports delivery of YHG objectives</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to manage and prioritise own workload</li> <li>• Effective interpersonal skills</li> <li>• Ability to work with outside agencies, residents and members of the public, particularly older people</li> <li>• Ability to clearly communicate information</li> <li>• Strong verbal and written skills</li> <li>• Good attention to detail</li> <li>• Proficient in the use of IT systems</li> <li>• Ability to work alone and prioritise workload</li> </ul>	<ul style="list-style-type: none"> <li>• Understand budgets</li> <li>• Advocacy Skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of providing services for older people</li> <li>• Track record of working in partnership with external stakeholders to achieve results</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>	

#### **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**

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- 2.
- 3.
- 4.

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