



## BRIGHTON & HOVE CITY COUNCIL

### JOB DESCRIPTION

<b>Job Title:</b>	Scheme Manager
<b>Reports to:</b>	Team Manager
<b>Department:</b>	Housing
<b>Section:</b>	Sheltered Housing
<b>Date written:</b>	27.4.15 – version 13.06.16
<b>Current Grade</b>	

### Purpose of the Job

To manage a designated seniors housing scheme, assessing the support needs of tenants, responding to emergencies to enable tenants to live independently in a safe and secure environment. To deliver a high quality service that fulfils legal obligations, implements the authority's policies and meets the needs of tenants.

### Principal accountabilities

1. To provide information, advice and support to tenants, their families and carers. To undertake weekly wellbeing checks on all tenants (as a minimum) and daily wellbeing checks on the most vulnerable.
2. To complete a person centred plan for each tenant, to focus on their needs and aspirations, leading to a more positive approach to ageing. This should be reviewed at least annually and build on strengths and abilities to enable the individual to live as independently as possible.
3. To have an understanding of issues affecting an ageing population. This may include issues relating to mental health, learning disabilities, substance misuse, dementia, frailty, mobility issues and long term illness.
4. To intervene in a timely and sensitive way when a tenant is not thriving so they can receive the help, care or support they need to enable them to continue to live independently. Intervention may include liaison with specialist support teams within the council, external agencies or voluntary organisations. This may also include attending or calling professionals meetings.
5. To respond to and manage abusive, challenging and/or anti-social behaviour, including disputes, where it occurs (using conflict management and mediation) whilst maintaining professional boundaries and encouraging positive outcomes.
6. To build professional working relationships with tenants and their families, encouraging transparency and using a person centred approach, ensuring a safe environment to empower tenants and engender change, and supporting vulnerable adults to express their wishes and to make informed decisions.

7. To support tenants in crisis until an appropriate support agency has been allocated. To liaise with that agency or agencies, communicating with them and co-ordinating to help resolve issues and ensure a smooth transition.
8. To report observed and reported failures by care agencies providing support within our schemes to ensure vulnerable adults receive input in accordance with the person's individual care plan.
9. To act under appropriate policies and procedures and legislation to safeguard the welfare of adults and children, including raising alerts and liaising with social care professionals.
10. To attend court when required, such as in the case of tenancy action to remedy anti-social behaviour, or attending a coroner's court.
11. To act as the responsible person on site and comply with health & safety and fire regulations, reporting repairs, responding to emergencies, alerting appropriate emergency or other services and individuals whilst reducing the risks to self, tenants and others, and carrying out health and safety checks on equipment as required, and undertaking safety inductions when contractors and others are working on site.
12. To establish and maintain good working relationships with the rehousing team, providing information on outgoing tenants, attending viewings with new tenants, handing out keys to new tenants, welcoming and inducting them to the scheme.
13. Maintenance of comprehensive and up to date accurate case notes on tenants files to ensure compliance with organisational guidelines, The Data Protection Act and Caldicott standards. Write reports as required. Keep up to date records for health and safety checks and financial records relating to guestroom income, television licences, petty cash etc.
14. To promote, source and facilitate activities within the scheme and support tenants and/or tenant associations/social clubs and other agencies to run and organise meetings, events and activities which foster a sense of community and promote wellbeing.
15. To consult and work in partnership with tenants and/or tenants associations over issues affecting the schemes to improve standards of service. To provide regular information on repairs and maintenance issues, staff cover arrangements and services of interest to tenants - using the scheme notice boards, letters and regular meetings, setting agendas and taking minutes.
16. To provide cover (including daily call and/or scheme management duties) at other sheltered schemes, as requested, when colleagues are on leave or absent from their schemes, and to support the service demands as necessary.
17. To assist, if required, with the induction and training of new staff whilst working within the service.
18. To ensure key performance targets and customer service standards are met.

## **General accountabilities**

1. To co-operate in the implementation of the council's Health & Safety policy. In particular, as set out in section 4.7 of the Health & Safety policy:

- To take due care of your own health & safety and that of others who may be affected by your acts and mistakes at work.
  - To use equipment according to instructions
  - To ensure that you do not use facilities and equipment recklessly or interfere with the use of equipment, materials or systems
  - To report any unsafe act, or condition, any accident or incident according to Health & safety Policy.
2. To uphold and carry out the duties of the post with due regard to the city council's inclusive council policy.

Your duties will be as set out in the above job description, but please note that the council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job, and in addition, as a term of your employment you may be required to undertake various duties as may reasonably be required.

## PERSON SPECIFICATION

<b>Job Title:</b>	Scheme Manager – Seniors Housing
<b>Reports to:</b>	Team Manager
<b>Department:</b>	Housing
<b>Section:</b>	Sheltered Housing

### Essential Criteria

<p><b><i>Job related education, qualifications and knowledge</i></b></p>	<ul style="list-style-type: none"> <li>• A professional qualification in supported housing e.g. a level 3 Chartered Institute of Housing certificate in supported housing, or a comparable level of knowledge gained through experience and a willingness to gain a professional qualification</li> <li>• An understanding of assessment and support planning and the range of services available to meet the identified needs of older people and those with complex needs</li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of direct service provision to vulnerable people</li> <li>• Experience of interviewing clients about their personal circumstances, recording this information and using it to identify and plan support.</li> <li>• Experience of working under pressure to meet service requirements</li> <li>• Experience of networking with other professionals and outside agencies</li> <li>• Experience of working in a housing environment</li> <li>• Experience of using IT equipment and databases to meet the needs of the service</li> </ul>
<p><b>Skills and abilities</b></p>	<ul style="list-style-type: none"> <li>• To communicate clearly, both verbally and in writing, including the ability to chair tenant meetings and challenge inappropriate behaviour.</li> <li>• To work in partnership with other agencies and share sensitive information within the limits of data sharing legislation and protocols.</li> <li>• To contribute to case conferences, meetings and discussions.</li> <li>• To carry out site and other risk assessments, implement action plans and review where necessary.</li> <li>• To support tenants in crisis and refer to other agencies, while taking into account the safety of other tenants.</li> <li>• To manage anti-social behaviour use correct procedures and support victims</li> </ul>

	<ul style="list-style-type: none"> <li>• To deal with emergencies and difficult situations</li> <li>• To facilitate social activities and encourage tenant participation</li> <li>• To work without direct supervision and to lone work, managing your own workload and setting priorities, seeking support appropriately.</li> <li>• To work in a team, sharing ideas and contributing to service development initiatives</li> <li>• To use training and supervision constructively</li> <li>• To maintain clear professional boundaries at work</li> <li>• To implement and adhere to Health &amp; Safety policies, practices and instructions</li> </ul>
<b>Equalities and Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• An understanding of and commitment to equalities issues</li> <li>• An understanding of the responsibilities relating to being the responsible person for a council building</li> <li>• A commitment to acquiring awareness and knowledge of Health &amp; Safety policy and practice as it applies to your area of work, for example, lone working, risk assessing, fire safety, asbestos awareness and legionella</li> </ul>
<b>Other requirements</b>	The ability and willingness to travel to other locations within the city to provide cover