

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Sheltered Housing Officer	Grade: S02
Section: Supported Housing Service	Directorate: Housing and Regeneration
Responsible to following manager: Senior Sheltered Housing Officer	Responsible for following staff: Sheltered Scheme
Post Number/s: Various posts	Last review date: March 2025

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Better Service Partnership between Richmond and Wandsworth Councils. The overall purpose of the Better Service Partnership is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

- Responsible to the Head and Deputies of Supported Housing Services and managed by Senior Sheltered Housing officers to provide the day-to-day management and upkeep of sheltered schemes, as directed.
- The Sheltered housing officer's primary role is to ensure that support is offered to sheltered tenants, to maintain their health and wellbeing and reduce the risk of losing their tenancy. The support should be appropriate to the individual's specific support needs and should result in measurable successful outcomes. In addition, the Sheltered housing officer will carry out full responsibility for managing their own specific Sheltered Housing Scheme.

- Budgetary responsibility for keeping up-to-date accounts of all money collected/raised in connection with social activities including letting and collecting money for the guest rooms (includes cash and/or cheques which involves regular banking).

Specific Duties and Responsibilities

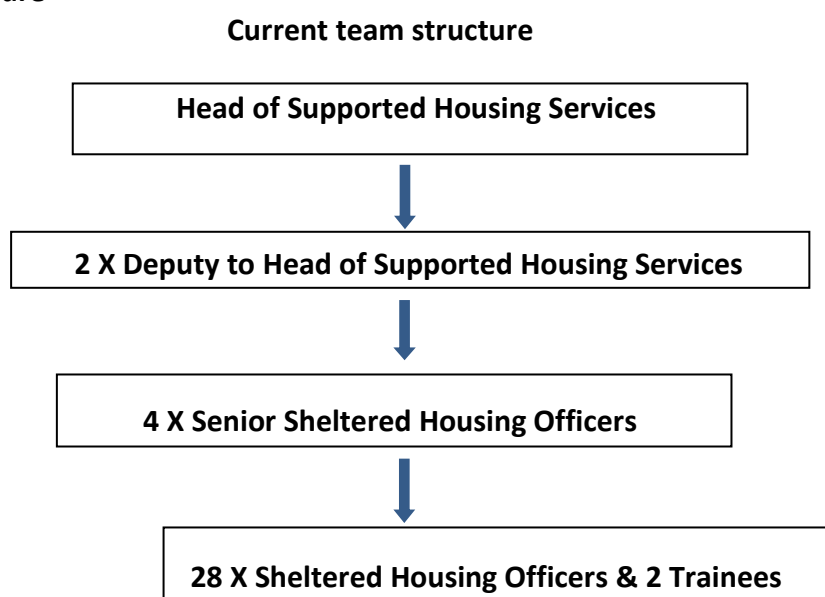
- Responsible for the day-to-day operations, security and scheme health and safety in a designated Sheltered Housing Scheme. Performing regular tests and checks to ensure the safe working of the Fire Alarm, CCTV, Warden Call Alarm and carrying out water tests. Responsible for the care and maintenance of the sheltered scheme, any amenities and making recommendations for improvements. Ensure regular H&S building checks are completed to the lift maintenance, portable appliances, window cleaning, gardening, and maintenance of external water features.
- Carrying out regular well-being checks on tenants, identifying, negotiating, and implementing any actions deemed necessary to ensure the health and well-being of tenants. Be fully aware of and understand the duties and responsibilities arising from Safeguarding and Domestic abuse concerns, recognising signs and reporting issues arising.
- Ensuring that an Independence Plan is completed for all tenants and reviewed on a 6-monthly basis, or earlier if the need arises, with the aim of promoting independent living, health and well-being and preventing isolation.
- Work to the Duty of care Act 2014 to ensure appropriate statutory and voluntary services are engaged to meet the needs of referred tenants. Complete direct referrals to the health and social care Services to assist tenants in maintaining their health and well-being. Through encouragement, support tenants to address their health needs and to engage with appropriate professionals. Identifying and reporting on vulnerable tenants with cluttered homes. Raise safeguarding alerts and liaising with relevant professionals, such as social services and the London Fire Brigade, building relationships with medical and Mental Health professionals where required.
- Working closely with the Emergency Response team, ensuring the Watch community alarm database is informative, factual, and up to date in real time, guaranteeing the well-being of tenants and the safety of officers.
- Trained in Emergency First Aid, Manga (to assist with residents who have fallen), Safeguarding Adults and all mandatory training relevant to the role. Some Sheltered officers are trained Trusted Assessors, enabling a faster response in providing aids to tenants where required. Attending First Aid refresher courses as appropriate.
- Management of the scheme social fund account. Handling cash payments and paying into the Central Fund. Take the lead on renewing the scheme concessionary TV licence. Assisting tenants to maximise their income by claiming all benefit entitlements and managing existing debt.

- Maintaining NPS, and Microsoft SharePoint and databases providing full and accurate records of service provision for each tenant, with reference to all contact, support provided and maintenance of review plans. Provide reports to Senior Managers as required.
- Reporting vacant properties to the relevant area teams and monitor re-let including viewings with prospective tenants. Working alongside the Allocations and Area teams to enable void works to be carried out, completing lock changes, securing a fast turnaround without any financial loss to the Council. Ensure support to the Area team through facilitating the process to end tenancies, giving support to relatives and tenants.
- Work with the housing assessment team to ensure suitable applicants are put forward for sheltered housing. Induct new tenants to the sheltered scheme. Ensure full safety checks are carried out on a quarterly basis in the home to the fire detection system, pull cords, and Warden call system. Dealing with the repair and maintenance of properties and communal areas. Reporting security issues, hazards, Identify and support tenants with making benefit claims where necessary. Carrying out a 6-week tenancy check of new residents. Assisting tenants with housing transfer applications if the need arises.
- Ensure the Scheme Bi-Monthly Reports (SMRs) are completed and submitted on time. Engage relevant internal and external agencies in resolving problem cases. Work with the Senior sheltered housing officers. Act as an advocate for the complex cases for tenants who do not adhere to Council Housing Policies, liaising with police and Court officials, attending Court to provide evidence when necessary.
- Assisting the Resident Participation Officer in maintaining positive liaison with existing tenants by arranging meetings with Resident Associations, promoting new Resident Associations within the cluster. Holding Tenant House Meetings and encouraging tenants to attend Small Improvement meetings to make recommendations for changes at the scheme. Inviting Guest Speakers to attend giving talks which may be beneficial to residents. Being the main point of liaison during small or major works implementation and providing a link between tenants and contractors.
- Monitor the provision of meaningful support adhering to the Homelessness Reduction Act 2017 to offer targeted assistance to tenants at risk of eviction. To include monitoring of rent accounts and support with debt management and/or referral to specialist agencies.
- Providing support in cases of hospital discharge, ensuring Care Packages and adaptations are in place prior to discharge. In case of shortfall in the care package, Sheltered Housing Officers can immediately provide tenants with food bank vouchers and other shopping services.
- To investigate and take appropriate action on complaints from tenants on matters such as Anti-Social Behaviour and other tenancy issues, encouraging integration with the wider community.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the Better Service Partnership policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Team structure



Person Specification

Job Title: Sheltered Housing Officer	Grade: S02
Section: Supported Housing Service	Directorate: Housing and Regeneration
Responsible to: Senior Sheltered Housing Officer	Responsible for: Sheltered Schemes
Post Number/s: Various Posts	Last Review Date: March 2025

Our Values and Behaviours

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
1. Knowledge and understanding of the aims of sheltered housing.	√		A/I
2. Knowledge of the range of services for older people provided by other agencies.		√	A/I
3. Knowledge of the benefits for sheltered tenants in forming a Resident Association.		√	A/I
Experience	Essential	Desirable	Assessed
4. Experience of working with older people in the community and within their own homes		√	A/I

Skills	Essential	Desirable	Assessed
5. Ability to understand and work speech, fire and burglar alarm systems.		√	A/I/T
6. Ability to communicate with tenants who have needs or problems including ability to negotiate contact agreements.		√	A/I/T
7. Skills in dealing with tenants with confidence and discretion.		√	A/I/T
8. Ability to write concise reports including the completion of Independence Plans and keep accurate records, both computer and written copies	√		A/I/T
9. Experience of using IT applications including Microsoft Word and Excel.	√		A/I/T
10. Demonstrate a commitment to and understanding of the Council's Equal Opportunities Policy.		√	A/I
11. Experience of organising social activities for groups of people and knowledge of the benefits of exercise for older people and ability to lead classes.		√	A/I
12. An understanding of the essential principles of assisting clients who have fallen.		√	A/I
13. Experience of working within a team.	√		A/I
14. Ability to travel and provide cover at various sheltered sites.	√		A/I
15. Ability to undertake professional training.	√		A
16. A general understanding of 'safeguarding children, young people and vulnerable adults' and its relevance to (the service area) and a willingness to attend training as required		√	A

A – Application form / CV

I – Interview

T – Test

C - Certificate