



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Trainee Sheltered Housing Officer	Grade: Scale 5
Section: Supported Housing Service	Directorate: Housing and Regeneration
Responsible to following manager: Senior Sheltered Housing Officer	Responsible for following staff: N/A
Post Number/s: POS000907 and POS000908	Last review date: March 2025

Working for the Richmond/Wandsworth Better Service Partnership

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

- The purpose of the role is to undertake training as a Sheltered Housing Officer and to successfully complete the Level 3 CIH qualification and on the job training in all aspects of the role.
- 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.





- 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)
- Personal responsibilities for physical resources, such as the safekeeping of stationery and stores, Manga lifting equipment, and on-site security of the schemes including the management of the master key system, CCTV, burglar alarms and door entry systems
- General monitoring of the property including monitoring cleaning of the windows and common parts of the sheltered scheme building carried out by our cleaning contractors.
- To understand the duties and responsibilities arising from promoting social health and well-being to vulnerable tenants through social activities, by participating in, basic exercise classes, i.e., Otago, chair-based exercises

Specific Duties and Responsibilities

- General supervision of the property including supervision of the cleaning of the windows and the common parts of the sheltered scheme building including the front steps and corridors carried out by the cleaning contractor. Carries out regular inspections of the communal grounds and refuse collection areas reporting noncompliance with the cleaning specification to estate Services or the Leisure and Amenities Services Department as appropriate.
- Reporting defects for repair to the appropriate Managing Agent (i.e., Area Team, Estate Services, Heating Section etc.) and facilitating repairs.
- Being responsible for keeping all Health and Safety documents up to date. Ensuring that standards under the Health and Safety at Work Act 1984 are being observed to maintain a safe environment. Ensuring that the quarterly Health and Safety monitoring check list, annual risk assessment of the scheme, accidents, incidents, and dangerous occurrences forms are completed in accordance with the policies and procedures.
- Management of guest rooms, including letting, collecting money, care of bedding and arranging for the laundering of linen and cleaning. Submits weekly guest room occupancy returns to the Emergency response officers.



- Carrying out periodic testing and resetting of fire alarms as per specified procedures for scheme fire alarm system and periodic checks of speech alarms reporting defects directly to contractors, Electrical Services or Supported Housing Services as appropriate. Ensures that staff, tenants, and visitors are made aware of fire procedures within the scheme.
- Management of the voids process which includes notifying Managing Agents (Area Team, Lettings) of vacant properties within the scheme and assisting with the vacancy procedures.
- Monitoring on-site security of the schemes including the management of master key system, CCTV, and door entry systems where applicable.
- Completion of official forms specific to sheltered housing e.g., Concessionary TV Licence Schedules, Electoral Register etc.
- Providing a housing related support service to tenants, including support planning, and negotiating an agreement as to level of contact to be provided. Ensuring that residents are advised on the services available. Identified support needs are organised and signposted to the appropriate agencies and are monitored to ensure a successful outcome is achieved. Ensures tenants’ case notes are kept up to date. Notation should be made in the diary/daybook to indicate tenant issues are recorded in their notes.
- Completing bi-monthly case work reports to the Senior Sheltered Housing Officer highlighting any scheme or individual problems. Reporting any safeguarding concerns to the line manager as soon as abuse becomes apparent.
- To acquire a comprehensive knowledge of and establish contacts with local services especially those for older people including the Housing Department, Social Services, Health services such as GP, Primary Care Trust and Intermediate care team, Voluntary services, and benefit services such DWP.

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.

- ## Team structure

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graph TD; A[Head of Supported Housing Services] --> B[2 X Deputy to Head of Supported Housing Services]; B --> C[4 X Senior Sheltered Housing Officers]; C --> D[27 X Sheltered Housing Officers & 2 Trainees];
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Head of Supported Housing Services

2 X Deputy to Head of Supported Housing Services

4 X Senior Sheltered Housing Officers

27 X Sheltered Housing Officers & 2 Trainees

Person Specification

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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
An understanding of the aims of sheltered housing		✓	A/I
Skills	Essential	Desirable	Assessed
A team player with the ability to work independently	✓		
Sensitivity and empathy	✓		A/I/T
A passion for working with older people and supporting vulnerable individuals.	✓		A/I/T

Strong communication skills both written and verbal	√		A/I/T
A customer-first approach to work.	√		A/I/T
Experience of using IT applications including Microsoft Word and Excel.	√		A/I/T
Demonstrate a commitment to and understanding of the Council's Equal Opportunities Policy.		√	A/I
Negotiation and influencing skills		√	A/I
The ability to adapt to different situations.		√	A/I
Ability to travel and provide cover at various sheltered sites.	√		
A desire to learn and develop within the housing sector	√		A/I
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/I
Qualifications	Essential	Desirable	Assessed
Maths and English at GCSE Grade C/Level 4 and above	√		A

A – Application form / CV
I – Interview
T – Test
C - Certificate