

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Senior Sheltered Housing Officer	Grade: P02
Section: Supported Housing Service	Directorate: Housing and Regeneration
Responsible to following manager: Deputy to Head of Supported Housing Service	Responsible for following staff: Sheltered Housing Officers
Post Number/s: H2861 H2863 H2862 H2864	Last review date: October 2024

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 Partnership Service 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 Senior Sheltered Housing Officer's (SSHO) primary role is to line manage a dispersed team of Sheltered Housing Officers within a specific geographical patch, providing supervision and guidance to ensure service standards are met.
- Prioritise a busy workload to meet constantly changing demands and deadlines working on their own initiative with minimal supervision.

Specific Duties and Responsibilities

- Ensure the scheme bi-monthly reports (SMR) are submitted by the Sheltered Housing Officers across a dispersed cluster and check for accuracy. Discuss problem cases with the Sheltered Housing Officers and liaise with the relevant internal and external agencies and teams for support for more complex matters.
- Authorise and maintain annual leave requests. Ensure that adequate service cover is arranged from within designated cluster for training and sickness absence, ensuring that minimum tenant well-being checks are adhered to. Complete return to work interviews in line with the sickness absence code and ensure that Sheltered Housing Officers are seen by the appropriate line manager when the sickness code is triggered.
- Assist the Deputy to Head of Supported Housing Services (DHSHS) with the recruitment process including short listing, interviews and appointing suitable candidates. Carry out initial inductions, monthly 1:1 and set targets for the new employee. Monitor appraisals with Sheltered Housing Officers in the cluster and assist with identifying training needs for each of the staff with the DHSHS approval and authorisation.
- Ensure that an independent plan and the 12-monthly reviews are completed for all tenants by the Sheltered Housing Officers by completing regular file audits and provide help and support in areas of difficulty.
- Ensure the Sheltered Housing Officers are regularly carrying out tests and checks for the Fire Alarm and Warden Call Alarm systems. Ensure regular H&S monitoring and follow up actions identified from the Fire Risk Assessment and lone worker Scheme Risk Assessment in accordance with current guidelines.
- Ensure the cluster hold regular meetings for both Peer Group and Tenant house meetings and provides detailed minutes. Assist DHSHS in supporting existing Residents Associations and promoting new ones in the cluster.
- Identify, assist and support Sheltered Housing Officers to encourage tenants to attend Small Improvement meetings to make recommendations. Complete priority grading to each of the recommendations and discuss any areas of concern. Support the staff to be the main point of liaison during small or major works implementation across the cluster providing a link between tenants and key stakeholders.
- 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. Ensure Sheltered Housing Officers are reporting

vacant properties to the relevant area teams and monitor re-let including viewings with prospective tenants. Identify and complete documentation to support management transfer requests

- Assists with the promotion of sheltered housing within designated cluster attending meetings and events as required. To include links to external partner agencies and voluntary services working with older people.
- Review and make recommendations to DHSHS on revision to existing policies and procedures. Develop and implement new strategies for providing an effective support service for sheltered tenants.
- Identify and ensure Sheltered Housing Officers are reporting on vulnerable tenants with cluttered homes to the Senior management team and LFB. Monthly monitoring of the support and referrals made must be documented. Where necessary, support the staff to raise safeguarding alerts and liaise with relevant professionals such as social services and LFB. Represent the section at case conferences and other appropriate forums.

Additional duties

- Monitor and audit scheme social fund accounts monthly across the cluster ensuring the Sheltered Housing Officers are completing the spreadsheet and all relevant documentation.
- Monitor and authorise stores and stationery orders avoiding over-ordering for the designated cluster.
- Initiate the Capability Procedure as and when performance concerns are identified to support Sheltered Housing Officers. Work with the L&D team to provide relevant training required to improve and meet performance standards.

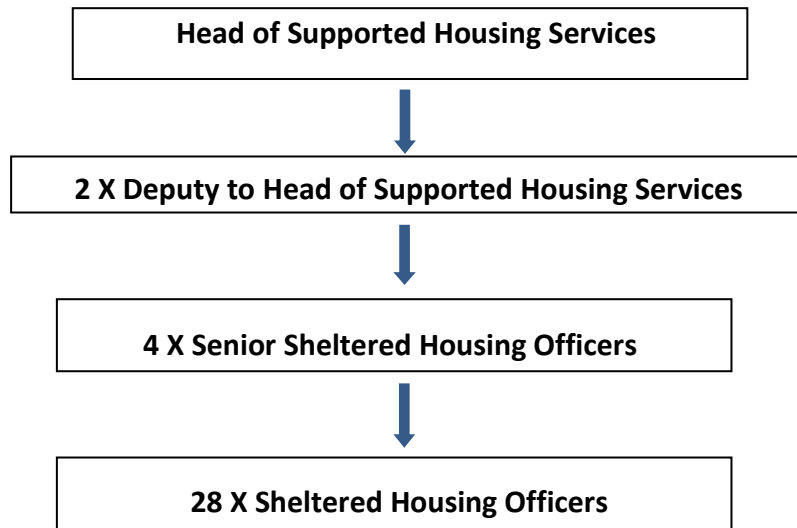
Generic Duties and Responsibilities

- 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

Current team structure



Person Specification

Job Title: Senior Sheltered Housing Officer	Grade: P02
Section: Supported Housing Service	Directorate: Housing and Regeneration
Responsible to: Deputy to Head of Supported Housing Service	Responsible for: Sheltered Housing Officers
Post Number/s: H2861 H2863 H2862 H2864	Last Review Date: October 2024

Our Values

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
Ability to demonstrate Knowledge and understanding of the benefits of setting up and maintaining peer group meetings		√	A/I
Able to demonstrate an understanding of the benefits of developing and maintaining Sheltered Resident Associations.		√	A/I
Experience	Essential	Desirable	Assessed
Experience of working in Sheltered Housing	√		A/I

Able to demonstrate an understanding of the importance of identifying the needs of Tenants.		√	
Skills	Essential	Desirable	Assessed
Able to demonstrate the principles of staff supervision and management in the context of working within a dispersed team.	√		A/I/T
Ability to work in a team	√		A/I/T
Demonstrate a commitment to and understanding of the Council's Equal Opportunities Policy.		√	A/I/T
Ability to lead, motivate, coach colleagues and assess training needs	√		A/I
Ability to prioritise own workloads and organise staff supervision, monitor and meet deadlines and provide staff support within the defined time limits.		√	A/I
Experience of using various computer applications include Microsoft Outlook, Word, Excel, Powerpoint	√		A/I
Ability to actively promote Sheltered Housing		√	A/I
Ability to communicate with tenants who have complex needs or problems and a knowledge of the range of services provided by other agencies.	√		A/I
Able to demonstrate an understanding of the council's code of practice on staff sickness		√	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

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