Job Profile

Job Title: Sheltered housing officer	**Grade**: Scale 6
Section: Supported housing services	**Directorate:** **Housing and Regeneration**
Responsible to: **Senior** Sheltered housing officer	**Responsible for:** **Sheltered** Scheme
Post Number/s: H2847	**Date** June **201**8

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement 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 Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

- Responsible to the Head and Senior officers 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 for 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 cleaning of the windows and the common parts of the sheltered scheme building carried out by the cleaning contractor.

- To be fully aware of, and understand the duties and responsibilities arising from promoting social health and well-being to vulnerable tenants through social activities, by participating or leading on, basic exercise classes, i.e. Otago, chair based exercises

Specific Duties and Responsibilities:

- General Supervision on 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 non-compliance with the cleaning specification to estate Services or the Leisure and Amenities Services Department as appropriate.

- Reports defects for repair to the appropriate Managing Agent (i.e. Area Team, Estate Services, Heating Section etc.) and facilitating repairs.

- 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 to the policies and procedures.

- Responsible for the 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.

- Carries 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.

- Responsible for notifying Managing Agents (Area Team, Lettings) of vacant properties within the scheme and assisting with the vacancy procedures.

- Takes responsibility for the on-site security of the schemes including the management of master key system, CCTV and door entry systems where applicable.

- Assists with the completion of official forms specific to sheltered housing e.g. Concessionary TV Licence Schedules; Electoral Register etc.

- General assistance to the Tenants, 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/day book to indicate tenant issues are recorded in their notes.

- Completes monthly case work reports to the Senior Sheltered Housing Officer highlighting any scheme or individual problems. Reports 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 comply with all the Council's Codes of Practice, including the Code of Conduct, and policies and procedures concerning data protection and health and safety.

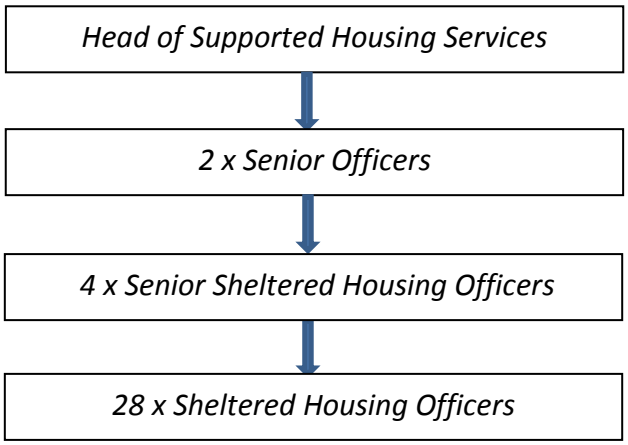
- To be committed to the promotion of equality, diversity and inclusion for others, both colleagues and clients and maintain an awareness of the equality and diversity protocol; to work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected and to report any instances of inappropriate behaviour or discrimination.

- To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004, the London Child Protection Procedures and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.

- To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

Additional Information

Current team structure



Provisional Job Title: Sheltered housing officer	**Grade**: Scale 6
Section: Supported housing services	**Directorate:** Housing and Regeneration
Responsible to: Senior Sheltered housing officer	**Responsible for:** Sheltered Scheme
Post Number/s: H2847	**Date** June 2018

Our Values and Behaviours[1]

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a 'can do' attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- taking a team approach that values collaboration and partnership working

Requirements	Assessed by A & I/ T/ C
Knowledge	
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	
4. Experience of working with older people in the community and within their own homes	A/I
Skills	
5. Ability to understand and work speech, fire and burglar alarm systems.	A/ I/ T
6. Ability to communicate with tenants who have particular needs or problems including ability to negotiate contact agreements.	A/ I
7. Skills in dealing with tenants with confidence and discretion.	A/ I/ T

[1] These values and behaviours will be developed further as the SSA becomes established.

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/T
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/ I
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
Qualifications	