

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Trainee Sheltered Housing Officer	Grade: Scale 5/6
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: 2-year Fixed Term Contract	Last review date: October 2022

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth 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 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.

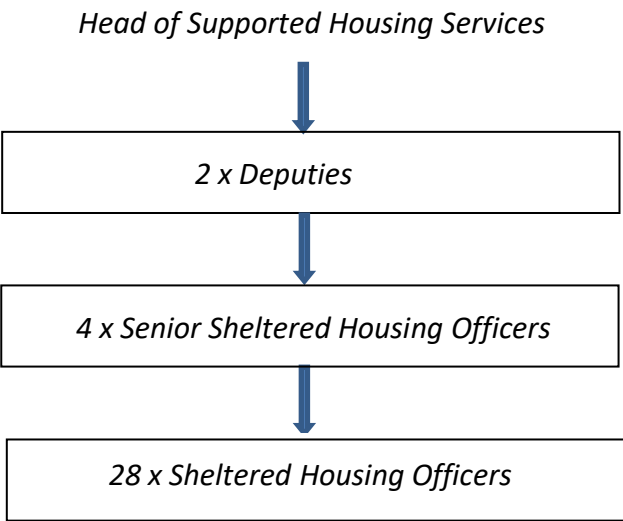
- Management of the voids process which includes notifying Managing Agents (Area Team, Lettings) of vacant properties within the scheme and assisting with the vacancy procedures.
- Monitoring on-site security of the schemes including the management of master key system, CCTV, and door entry systems where 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 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.
- To adhere to security controls and requirements as mandated by the SSA's 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 Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Team structure



Person Specification

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Post Number/s:	Last Review Date: October 2022

Our Values and Behaviours

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:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Knowledge		
1. Knowledge and understanding of the aims of sheltered housing.		A/I
Skills		
5. Strong teamwork, interpersonal and organisational skills.		A/ I/ T
6. Sensitivity and empathy		A/ I
7. An interest in working with diverse social groups.		A/ I/ T
8. Excellent communication skills (verbal and written)		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. A customer-first approach to work.		A/ I
12. Negotiation and influencing skills		A/ I/T
13. The ability to adapt to different situations.		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	
17. Maths and English at GCSE Grade C/Level 4 and above.	C

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