

Role profile

Job title	Scheme Manager
Department	Independent Living
Reports to	Service Manager
Job level	4
Review date	May 2021

1 Role purpose

A summary of the core purpose and overarching responsibility of the role.

1.1	The purpose of this job is to provide a high quality, effective and tenant focused intensive housing management service to the tenants in Sheltered Housing schemes as directed by the Service Manager.
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2 Key responsibilities of the role

A non-exhaustive list of the key role responsibilities and duties to be carried out by the post holder.

2.1	To provide an agreed level of support (through routine contact) to older people either moving into Regenda's Independent Living communities, or living in the local area.
2.2	To positively engage with older people living in Independent Living communities to ensure that opportunities to take part in the running of community activities and life are created, promoted and supported. This must also extend to opportunities for them to contribute to ways in which the service can be improved.
2.3	To lead positive and successful promotion and awareness of the services and activities that Independent Living communities can offer to ensure that homes are occupied and service capacity is reached. This also includes the hosting and facilitating of events to the wider community.
2.4	Provide sound advice to tenants or their advocates/appointees for rent arrears.
2.5	To create and manage tenancy enforcement cases at local level and liaise with Tenancy Enforcement where escalation is required.

2.6	To be responsible for own personal safety using Regenda's SOS lone working device and policy.
2.7	To liaise with all required services to promote and assist sustain tenancies using the Starter Tenancy Process.
2.8	To manage as per policy and convert starter tenancies where required.
2.9	To maintain detailed records for customers where required using the Housing Management Systems.
2.10	Create and manage first resolution complaints on the Housing Management System, provide support and guidance to customers as part of the complaint.
2.11	To identify and raise any safeguarding concerns as a formal case on SHE safeguarding system. To manage the case and complete actions as and when required.
2.12	Provide sound advice and support to tenants or their advocates and appointees regarding aids and adaptations.
2.13	Clearly explain the conditions of tenancy to new tenants at sign up. This includes receipt of keys & logging, produce tenancy and sign up pack and explanation of the terms and conditions of the tenancy agreement and their security of tenure within it.
2.14	Effectively advising and assisting tenants or their appointees in dealing with HB/UC claims during tenancy sign up process and throughout their tenancy.
2.15	Constructively engaging with statutory authorities and other agencies to support their tenancy.
2.16	Putting the tenant in touch with or advising them on availability of care, support and welfare services, where not provided by Regenda. Encouraging tenants to maintain those contacts, where not provided by Regenda.
2.17	Initial contacting relatives or care services directly when there appears to be a cause for concern, if not provided by Regenda.
2.18	Ensuring the incoming tenants are settled into their new home, and are comfortable that they can accept their new tenancy responsibilities.
2.19	To create and manage Outcome Star support Plans with customers twice a year using the Outcome Star documentation and system.
2.20	Giving sound advice relating to resettlement and on permanent move-on accommodation opportunities. This also includes any preparatory work required on resettlement of tenants moving on.
2.21	Maintaining routine and regular contact with all older people being supported to ensure their daily well-being. In the event of unplanned contact (e.g. emergency/urgent one off enquiry) assistance must be provided as a priority in a swift, professional and supportive manner and may require additional services being summoned (i.e. GP, ambulance etc).
2.22	Undertaking a range of support duties (in line with Intensive Housing Management guidance) to older people being supported which offers advice, information, advocacy and signposting to other agencies in meeting their needs.
2.23	Dealing effectively with property abandonment and related issues.
2.24	Arranging and monitoring access to the Sheltered Housing schemes for visitors.
2.25	Effectively maintain the security of the Sheltered Housing schemes locking doors, checking alarms.
2.26	Order and facilitate new equipment, furniture, white goods and carpets/flooring for Sheltered Housing schemes as required.

2.27	Facilitate and report day to day repairs within Sheltered Housing schemes.
2.28	Undertaking robust routine health and safety audits of shared/communal areas including externals and communal gardens.
2.29	Undertake robust property inspections as required to maintain a safe and comfortable standard within the Sheltered Housing schemes.
2.30	Co-ordinate and undertake routine fire risk assessments and Person Centred Fire Risk Assessments and complete and maintain accurate detailed records and review in timely manner.
2.31	Undertake robust routine testing of all door entry systems, and fire alarm/emergency lighting systems and complete and maintain accurate detailed records and review in timely manner.
2.32	Undertake robust routine testing of Telecare Warden Systems and bi-monthly emergency pull cord testings and complete and maintain accurate detailed records and review in timely manner.
2.33	Undertake robust routine maintenance inspections for planned work carried out, areas of concern and inspection of defects.
2.34	Writing the specification for repairs as required to ensure they meet the needs identified.
2.35	Obtaining cost effective estimates and quotes relating to service contracts and building improvements. This may include placing orders and monitoring works ordered and checking completed works, but should be done to ensure value for money for Regenda and the Sheltered Housing tenants.
2.36	Providing line management for domestics employed within the Independent Living communities, and supervising service contractors who visit them too.
2.37	To manage and review COSHH requirements with domestic staff.

3 General responsibilities

A summary of universal responsibilities and requirements of all roles across The Regenda Group.

3.1	To understand and support The Regenda Group's commitment to regenerating places and creating opportunities for people and to actively contribute to achieving this vision within the job role.
3.2	To ensure compliance with the Group's Health and Safety policies.
3.3	To support and uphold the Group's internal customer service standards.
3.4	To undertake relevant Continuing Professional Development applicable to professional bodies relevant to the role and be prepared to undertake training as directed by the Group.
3.5	To attend meetings and events as may be required from time to time at other Group offices and external locations which may not be easily accessible by public transport.
3.6	The post holder may be directed by their line manager to carry out other duties and responsibilities in line with his / her post, grade, skills, knowledge and experience.

4 The Right Fit

A list of the desired skills, experience, knowledge and personal attributes to ensure individuals are 'the right fit' for the Company and the role.

4.1	Excellent written and verbal communication skills.
4.2	Solid ICT skills which are applied in a way that provides an effective housing service both operationally and strategically through performance reporting.
4.3	Strong numerical skills and ability to manage budgets, process invoices, monitor rent arrear issues and advise tenants or their advocates.
4.4	A working knowledge of support housing and tenancy management related issues (e.g. funding, legal, management issues)
4.5	Experience of working effectively with colleagues, contractors, vulnerable tenants and their families/advocates to deliver high quality housing services.
4.6	Ability to liaise effectively and professionally with third parties as necessary.
4.7	A passion for delivering excellent customer service.

5 Our values

The post holder must be able to demonstrate our values in the workplace.

5.1	Customer focus
5.2	High performance
5.3	Efficiency and value for money
5.4	Teamwork
5.5	Ambition and dynamism
5.6	Openness and honesty