

# Job Description

<b>Job Title:</b>	<b>Staying Home Officer</b>
<b>Employer:</b>	<b>Torus</b>
<b>Location:</b>	Liverpool/St Helens/Warrington
<b>Salary:</b>	£33,233
<b>Responsible to:</b>	Staying Home Team Leader

## PURPOSE OF THE POST

As a Staying Home Officer, you will have overall responsibility for providing a professional and dedicated intensive housing management service to people living in accommodation specifically designated for an older person.

You will have full responsibility for ensuring all the housing needs of the person are met to enable them to manage their property successfully and safely and to remain independently at home for as long as is safe and possible to do so.

## KEY RESPONSIBILITIES

### Operational

- To carry out viewings of properties designated for older people with applicants whilst explaining and promoting the benefits of the property and the Staying Home Service.
- To ensure tenants have access to services to meet their housing and or support needs through an assessment of need, such as reporting a repair and paying their rent.
- Carry out 6 monthly reviews with residents or as and when personal circumstances change to identify interventions that will assist the tenant to remain safe at home.
- To provide advice on low level rent arrears and liaise with the Income team.
- Complete referrals for aids, adaptations and assistive technology.
- Respond to and manage low level anti nuisance issues, liaising with the Safer Estates Team on cases requiring specialist support.
- To help older people manage the safety and security of their dwelling using a case management approach including annual inspection of the condition of the property.



**torus**

# Job Description

- To assist residents with sustaining their tenancy including explaining their rights and responsibilities within the tenancy agreement.
- To make contact with the tenant within 2 weeks after moving in to ensure they are able to manage their tenancy.
- To use the “OKEachDay” messaging service to deliver information to residents.
- To respond to queries received via the “OKEachDay” service.
- To explain to residents how to register for online digital services to enable them to pay their rent and to report repairs direct.
- Make referrals to specialist agencies such as Adult Social Care and Health to enable the tenant to access additional care and or support where required.
- To provide advice and guidance on applying for benefits as and when there is a change in personal circumstance.
- To ensure that properties are let on time and efficiently by participating in promotional marketing events.
- Offering advice and guidance to residents on keeping the property to a reasonable standard of hygiene.
- To complete welfare calls and personal visits based on assessed need.
- Manage customer expectations of the service and provide clarity about the scope of your role.

## Performance

- Actively monitor void levels and work closely with the voids team to minimise any delay and loss of rental income.
- Actively manage own performance utilising the performance framework and data.
- To achieve agreed performance indicators to promote independence for older people.

# Job Description

- Flexible, adaptable and innovative in your approach to service delivery in response to the changing needs of the service.
- Take responsibility for own continuous professional development.

## Compliance and Risk

- To participate in formal and informal scheme audits and inspections including the sampling of risk and needs assessments and support plans, reviewing health & safety, visual checks and seeking feedback from residents. (St Helens Only)
- Ensuring the safety of the schemes including maintaining business continuity plans and carrying out routine Health & Safety inspections. (St Helens Only)
- To ensure that older people are given the opportunities to participate in activities and events both on a sheltered scheme and in the wider community.

## Partnerships

- Participate in multi- agency meetings, working groups and other meetings to deliver required outcomes.
- To work collaboratively and build relationships of trust and respect with external agencies to promote independent living and brand reputation of Torus.
- To generate positive working relationships with team members and other service areas to remove duplication and maximise efficiency and achieve business objectives.
- Work in a positive and professional manner as an ambassador of the Staying Home Service and Torus.

## Health and Safety

- Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

## Equality and Diversity

- Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.



torus

# Job Description

## Safeguarding

- To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

visit [torus.co.uk](https://torus.co.uk)  
email [recruitment@torus.co.uk](mailto:recruitment@torus.co.uk)



a place for  
*every kind*  
of talent

# Person Specification

**Job Title:** Staying Home Officer

**Employer:** Torus

**Location:** Warrington

Criteria	Essential / Desirable?	Method of assessment
<b>1. Appropriate professional qualification</b>		
GCSE Grade 3 and above education or equivalent relevant qualification, training or experience	E	C
CIH level 3 or willingness to work towards.	E	AF/I
Evidence of and commitment to continual professional and personal development	E	C/AF
<b>2. Experience and Track Record</b>		
Evidence of working in the housing and or social care sector	E	AF
Experience of working with older and vulnerable people	E	I
Understanding of the social, physical and mental health needs of an ageing population and the ability to promote their general wellbeing and quality of life	D	I
Track record of completing assessments and developing support plans with targets and outcomes for clients	E	AF

# Person Specification

Track record of managing a case load and multi-agency working

E AF

Experience of crisis management, risk minimisation and of making decisions in difficult situations

D I

Evidence of managing personal resilience when dealing with difficult situations and identifying mechanisms to deal with these

D I

Experience of providing budgeting advice and budget planning with clients

E I

Basic knowledge of welfare benefits available to people over 55

E AF

Knowledge and Experience of Safeguarding Practices and Procedures

E AF

Track record of building a rapport with clients whilst maintaining professional boundaries

E I

Demonstrates a commitment to Equality and Diversity in the workplace and in the delivery of services to customers and the community

E AF

Demonstrates a commitment to Health & Safety to ensure safe operations and environment for staff and customers

E AF

Evidence of operating collaboratively / as one team to take collective responsibility for overall performance

E I

Ability to use a range of ICT software packages and systems

E I

# Person Specification

<p><b>3. Managing Change</b></p> <p>Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice.</p> <p>Anticipates reactions to change and new interventions and suggests appropriate responses.</p>	<p>E</p> <p>D</p>	<p>AF</p> <p>I</p>
<p><b>4. Leadership and Vision</b></p> <p>Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.</p>	<p>E</p>	<p>AF</p>
<p><b>5. Interpersonal Persuasion and Influencing</b></p> <p>Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.</p> <p>Passionate, committed and self-motivated to inspire others to change.</p>	<p>E</p> <p>E</p>	<p>I</p> <p>AF</p>
<p><b>6. Communication</b></p> <p>Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect.</p> <p>Competent user of the digital/social media channels and their role in communication and driving business success.</p>	<p>E</p> <p>E</p>	<p>AF</p> <p>I</p>

# Person Specification

<p><b>7. Financial &amp; Risk Management</b></p> <p>Demonstrable governance and financial compliance management experience to ensure robust and compliant operations.</p> <p>Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement.</p> <p>Flexibility in approach to work in terms of evening and weekends as required</p> <p>Ability to travel to various locations using own or public transport</p> <p>Ability to work from home as required using own broadband connection</p>	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>AF</p> <p>AF</p> <p>AF</p>
--	--	---

**Key:**

AF = Application form

C = Certificate

I = Interview

T = Test