

# Job Description

## Scheme Manager



<b>Directorate:</b>	Operations
<b>Team:</b>	Retirement Housing
<b>Role Type:</b>	Fixed
<b>Reports to:</b>	Team Leader – Retirement Housing
<b>Direct Reports:</b>	N/A
<b>Overall Job purpose:</b>	
<p>To deliver a proactive and responsive service to tenants living in retirement housing, to enable them to maintain their independence, health and quality of life. To promote and encourage tenant involvement in social activities and wider community involvement. Facilitate effective joint working with external agencies in order to maximise tenant welfare. Carry out housing management tasks, such as monitoring tenant rent arrears, letting vacant properties and managing health and safety issues around the scheme, in line with CKH policies and procedures and best practice.</p>	
<b>Core responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Maintain regular contact with tenants including welfare visits and responding to requests for support or emergency calls.</li> <li>• Work with tenants to assess their support, welfare and care needs. Arrange appropriate support packages via Cross Keys Care and signpost to outside agencies as appropriate.</li> <li>• Build a positive relationship through effective communication and enabling access into services to support tenants to manage their tenancies through appropriate referrals to internal departments and external agencies.</li> <li>• Maintain accurate and up-to-date records using Microsoft Office and housing management systems as appropriate. At all times to ensure information is kept secure and confidential.</li> <li>• To manage all duties relating to the life cycle of a tenancy including breaches of tenancy, tenancy management, re-housing, tenancy sustainment, tenancy visits and any other housing management matters.</li> <li>• Facilitate scheme-based events and activities to help address isolation and encourage inclusion and wellbeing.</li> </ul>	

- Accept and verify applications for Retirement Housing, ensuring effective management of the waiting list as well as working with stakeholders to help minimise void periods and helping to maximise income.
- Manage scheme-based vacant properties throughout the voids process, assessing prospective tenants, carrying out accompanied viewings and completing all tenancy sign ups.
- To oversee tenants rent accounts, manage arrears and escalate where appropriate. Support tenants to maximise income by liaison with internal and external benefit advice.
- To manage all aspects of the scheme, including risk assessments, and completion of monthly health and safety audits as well as ensuring all aspects of the fire safety policy are adhered to. Take proactive action to achieve a healthy, safe environment free of hazards and identify and follow up any related tenancy non-compliance.
- Take ownership and responsibility for resolution of emergency situations across the scheme.
- To take responsibility for effective case management of low-level anti-social behaviour and escalate cases as necessary.
- To take direct responsibility when there is an ongoing issue with a CKH property or housing management issue that cuts across services or teams; to establish any actions required and communicate with other departments and external agencies, taking expert advice and guidance where appropriate.
- To work with tenants to identify and design potential improvements projects to improve our schemes and tenants quality of life.
- To proactively safeguard adults by assessing needs and making decisions about timely referrals to statutory agencies where vulnerability has been identified. To work in partnership with statutory agencies to implement safeguarding procedures; including representing CKH at safeguarding meetings and ensuring swift completion of appropriate and agreed actions.
- To raise both scheme and tenant repairs, monitoring through to satisfactory completion. Keeping accurate records of repairs to ensure appropriate service charges are applied.
- Effectively monitor the cleaning service provided on scheme, promptly raising any areas of concern to ensure high cleaning standards are maintained.

#### Key relationships:

- Direct day to day contact with Retirement Housing tenants.
- Liaise with Cross Keys Lifeline and Care teams to provide a joined up service to meet the care and support needs of tenants.

Action

Commitment

Excellence

Integrity

Teamwork

- Establish, develop and maintain links with local, voluntary and statutory services in support of tenants including care workers, health services and GPs.
- Liaise with repairs and asset management teams and contractors to ensure timely repairs, servicing and maintenance as well as effective completion of improvement works.
- Liaise with the team who manage rent arrears to ensure arrears actions are completed and that tenants are appropriately supported.
- Liaise with the colleagues who manage void property process to help ensure effective management of vacant properties.
- Work with the anti-social behaviour team to share information to refer through appropriate cases of anti-social behaviour.

#### Dimensions:

- Direct responsibility for the day to day management of the scheme. Referring issues involving budgetary expenditure to team manager.
- To make decisions, with support from the team leader, to refer concerns regarding tenant safety or welfare to adult social care or safeguarding teams.
- Directly dealing with tenant enquiries and addressing tenants concerns before escalates to team manager.
- Directly responsible for support and interventions, advocating on behalf of tenants to address support needs, liaising with current support network and referring and signposting to agencies as required.
- Direct responsibility for scheme related health and safety matters including assessing and managing risks.

#### Additional information:

DBS Required – ENHANCED

The post holder is required to hold a full U.K. driving licence and have access to a vehicle for work with suitable business insurance.

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

Action

Commitment

Excellence

Integrity

Teamwork

## Person specification

Requirements	Essential Criteria	Desirable Criteria
<p><b>Knowledge and experience</b></p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> <li>• A good understanding of the needs of older people.</li> <li>• Experience of working with vulnerable adults and/or older people.</li> <li>• Experience working in housing, health or social care.</li> <li>• Experience of partnership working with other agencies.</li> <li>• Experience of carrying out assessments and identifying needs.</li> <li>• Experience of involving customers in decision making and service provision.</li> <li>• Experience of working to health and safety procedures and risk assessments.</li> <li>• Knowledge of the welfare benefits system.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the social care provision framework.</li> <li>• Experience of carrying out housing management tasks including arrears recovery, lettings and tenancy management.</li> <li>• Knowledge of the local area and relevant support agencies.</li> <li>• Experience of supporting or running social events and activities.</li> </ul>
<p><b>Skills and abilities</b></p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills, able to relate to a diverse group of older people.</li> <li>• Ability to work effectively on your own; as a team</li> </ul>	

Action

Commitment

Excellence

Integrity

Teamwork

	member and with other agencies. <ul style="list-style-type: none"> <li>• Good IT skills with proficiency in Microsoft Office applications.</li> <li>• Good personal organisation, record keeping and prioritising skills.</li> </ul>	
<b>Personal behaviours and style</b> We look for people who are committed to and demonstrate our core values of: <ul style="list-style-type: none"> <li>• <b>Action:</b> Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i></li> <li>• <b>Commitment:</b> Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i></li> <li>• <b>Excellence:</b> Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i></li> <li>• <b>Integrity:</b> Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i></li> <li>• <b>Teamwork:</b> Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i></li> </ul>		
<b>Qualifications</b> <i>Please state the level of education and professional qualifications and/or specific occupational training required</i>	<ul style="list-style-type: none"> <li>• Good standard of education including English and Maths.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant qualification in housing management and/or supported or sheltered housing.</li> </ul>
<b>Additional requirements</b> <i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends,</i>	<ul style="list-style-type: none"> <li>• Hold a valid driver's licence.</li> <li>• Use of a vehicle for work</li> <li>• Willingness to undertake and maintain an Enhanced</li> </ul>	

Action

Commitment

Excellence

Integrity

Teamwork

<i>Must hold full current UK driving license Etc.</i>	Disclosure and Barring Service (DBS) check.	
<b>Version control:</b>		
<b>JD authorised by (Director):</b>	Mary Bryce	<b>Date:</b> 18 July 2022

Action

Commitment

Excellence

Integrity

Teamwork