# JOB DETAILS FORM

| JOB OUTLINE | |
|---|---|
| **JOB TITLE: Sheltered Housing Officer** | **JET CODE: 7313** |
| **SERVICE: Community Housing – Sheltered Housing** | |
| **DIVISION: Partnerships & Community Services - Development** | |
| **REPORTING TO: Team Leader – Sheltered Housing** | |
| **RESPONSIBLE FOR: Supervise domestic staff** | |

**JOB PURPOSE**:

As part of the wider Community Housing Service: to provide a good quality landlord and housing support service to tenants and resident groups or their representatives and manage a sheltered housing unit in accordance with the Council's legal and statutory obligations, policies and plans with a commitment to achieve best value.

**MAIN DUTIES**:

To provide a good quality landlord and housing support service to tenants and families within a Sheltered Housing complex.

To supervise domestic staff.

To be responsible for management of a sheltered housing complex and for all equipment within the building in respect of appropriate health and safety regulations and security.

Arrange any repairs to defects of the building and environs, monitor maintenance of equipment including fire and smoke alarms, boilers, lifts, laundry etc.

Carry out regular test of fire alarm and community alarms in accordance with procedures

Manage complex diary to ensure all information is up to date

Ensure the Community Alarm System/team is notified whenever going off site

Ensuring the communal areas within complex are cleaned to the required standard

Support tenants by regular contact (e.g. call round) especially to those identified as particularly vulnerable.

Respond to alarm calls when on duty and take appropriate action.

Organise individual mobile pendants for new tenants.

Responsible for maintaining/reviewing confidential and accurate tenant records including support plans/risk assessment in accordance with SSSC standards.

Liaise with tenants, families, Domiciliary Care, GP.s and other Health Professionals as appropriate to maximise support and to identify changing support needs.

Contact relatives and relevant services in the event of illness, accident or death of any tenant.

Responsible for the allocation process for vacant properties, including the selection of successful applicants, notification of offer, viewing arrangements and signing up process in accordance with the allocations policy.

Identify, assess and process applications for medical awards following the Health & Housing process. Prepare detailed Health & Housing reports, liaising with relevant internal and external stakeholders.

Work closely with tenants, applicants and other professionals on complex cases with a view to obtaining appropriate housing priority.

Implement the Council's voids policy to ensure void turnaround targets are met. Liaise with Property Maintenance on the repair of vacant properties and other technical issues.

Identify and formulate and submit innovative proposals for Local Initiatives projects in conjunction with the local housing partnership. To work in partnership with Tenants and Residents groups, community volunteers and others in the development and preparation of Local Initiative applications.

Attend Tenant/Resident group meetings (including evening meetings) to provide support and assistance. To promote and facilitate the development of such groups within the complexes in conjunction with East Lothian Tenants and Residents Panel development staff.

Identify individual tenants to be involved in Tenant Scrutiny activities.

Organise and co-ordinate a range of social and community activities with tenants.

Work closely and support individual tenants in respect of direct housing management services, ensuring appropriate referrals to other agencies and organisations e.g. Money advice services, resettlement, Health & Social Care etc.as appropriate.

Ensure that all tenants adhere to their tenancy agreement and manage the implementation of appropriate action in cases where a breach of a tenancy has occurred.

Contribute to the planning and delivery of estate management services throughout all the sheltered housing units. Working jointly with relevant departments & tenants/residents groups to identify works required. To co-ordinate the appropriate follow-up and ensure this work is carried out for the benefit of the area and its residents within an agreed timescale.

Ensure the tenant, applicant and customer information is managed in a sensitive and confidential manner and in accordance with relevant legislation e.g. GDPR, Freedom of Information.

Investigate and take the lead role in the processing of applications for transfers of tenancies, sub-lets, assignations and successions in accordance with procedures.

Take the lead role in attendance at Evictions and Forced Entries in accordance with procedures including serving associated legal notices, as required.

Investigate and undertake the appropriate action of the Abandoned Tenancy procedure, including assessing the value of goods left in property.

Investigate and take the appropriate action in relation to Anti-Social Behaviour in accordance with the Council's Anti-Social Behaviour Policy and associated procedures, including liaison with Anti-Social Behaviour Team, Police and referrals to other support agencies.

Participate and contribute to the development and review of policies and procedures.

Represent the council as required in court, at meetings with stakeholders and other agencies, providing professional expertise to contribute to the discussion and decision making process, e.g. Adult Protection Case Conferences.

Contribute to the work of Community and Sheltered Housing and support other members of that team, as and when required.

Maintain awareness of developments in national policy, best practice, and a detailed working knowledge of all relevant legislation in order to ensure that the Council's policies and practices conform to statutory provisions.

Contribute to the development of services available, in line with changing demands, targets and feedback, to ensure the delivery of an effective, efficient and high quality service to both internal and external stakeholders.

Develop and sustain effective internal and external relationships and appropriate partnerships in relation to the service being provided.

Represent the Team Leader at meetings, both internally and externally, as required.

Support a culture of continuous improvement using management information and customer feedback.

Assist in the management of procedures in relation to health and safety of staff, customers and visitors to all sheltered housing complexes in accordance with Council's Health and Safety Policy and legislative requirements.

Promote a positive image of Community Housing and Homelessness by providing excellent Customer Care.

Undertake any other duties as determined by the Team Leader – Sheltered Housing

**ESSENTIAL REQUIREMENTS FOR THIS ROLE**

**Qualifications/Experience**:

- Educated to HNC in Housing or equivalent and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

**Disclosure Scotland:**

- This role requires **PVG clearance** for regulated work with protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement.**

**Scottish Social Services Council:**

**SSSC registration** is an **essential** requirement of this role. If you are appointed and are not already a member of the relevant section of the SSSC Register, you will be required to apply for registration **within 3 months** of your start date to ensure that you are **registered within the required 6 months**.

| PERSON SPECIFICATION | | |
|---|---|---|
| **Attributes** | **Essential** | **Desirable** |
| Education, Registration & Training | Educated to HNC in Housing or equivalent and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience<br><br>Must have completed (or within the first year of employment be prepared to join the earliest programme towards completing) training in National Standards of Housing Advice and Information level 2 or equivalent<br><br>This role requires **PVG clearance** for regulated work with protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement.**<br><br>SSSC registration is an essential requirement of this role. Jobholders must obtain registration within six months of starting in post. | Level 4 Diploma in Social Services and Health or equivalent<br><br>Homepoint accreditation Level 2<br><br>First Aid Certificate |
| Previous Experience (Paid & Voluntary Work) | Experience of working with older people and vulnerable groups within a social housing/care environment or equivalent experience in managing Sheltered Housing. | Supervisory Experience<br><br>Dealing with people with complex needs<br><br>Understanding of welfare benefits. |
| Knowledge/ Skills /Competencies | Have an excellent knowledge of relevant housing and social work legislation<br><br>Ability to deal with difficult people and situations. | |

| | | |
|---|---|---|
| | Effective verbal and written communication skills.<br>Effective organisational and time management skills.<br><br>A current driving licence and use of a vehicle is an essential requirement of this post. | |
| Personal Qualities | Ability to work on own initiative and flexibly as part of a team<br><br>Ability to deal with conflicting priorities and demands<br><br>Ability to work under pressure and to meet deadlines<br><br>Ability to work with and explain detailed legislative information<br><br>Ability to investigate and resolve problems<br><br>Ability to manage effective relationships with tact and diplomacy<br><br>Ability to plan and manage own workload<br><br>Ability to deal sensitively and empathise with individual often vulnerable clients, including the need to maintain confidentiality<br>.<br>Ability to work to a high degree of accuracy, paying close attention to detail.<br><br>Ability to foster and maintain good working relationships with statutory, private and voluntary agencies | |