



FIELD HOUSING AND CARE

Post

Manager: Retirement Housing with Meals

RESPONSIBLE TO

Housing Officer

RESPONSIBLE FOR

Retirement Housing Assistant(s), Cook, Casual Workers and Volunteers

CONTACTS

Internal

Tenants, Area Service Team, Housing Allocations Team, Asset Management Team, Tenancy Sustainment Team, BR24 Team, and colleagues in Care Services, HR and Finance and ICT.

External

Contractors, Visitors to Development and others acting on behalf of tenants/residents, local residents and community groups

MAIN PURPOSE OF THE JOB

To manage a localised retirement housing with meals service, in accordance with the Housing and Care Services Operational and Property Services Manuals to ensure that:

- Tenants receive a quality tenancy management and property maintenance service relating to the provision of their home
- Tenants receive a flexible meals service offering high quality, freshly prepared meals and value for money.
- All communal facilities offer a welcoming, secure and comfortable environment to tenants and members of the public, and to encourage tenant involvement and engagement in making full use of these facilities
- Service standards relating to individuals properties and communal areas are maintained

MAIN DUTIES

Property Maintenance and Security

- o To be responsible for reporting defects relating to individual properties and communal areas in accordance with agreed Bield procedures, and to monitor the progress of repairs to ensure they are completed within Bield's service standards.

- o To be fully familiar with the use of systems and equipment within the development, and to carry out and record required checks and testing in accordance with Bield procedures and timescales.
- o To undertake regular inspections to ensure that the overall development is secure and safe, and maintained to a high standard, and to liaise with colleagues in Asset Management and the Service Team where improvement works are identified.
- o To be the first point of contact for all Contractors relating to maintenance and planned service works within the development.
- o To respond to property related emergency calls as appropriate and deal with issue in accordance with procedures.
- o To assist Asset Management with the upgrading and refurbishment of the development and liaise with appropriate staff on the progress and performance of Contractors when on site.
- o To monitor and maintain security and safety within the development and to report incidents. Where appropriate to seek periodic advice and support from external agencies to enhance safety and security.
- o To visit tenants on a regular basis to ensure the security and safety of their home.
- o To be responsible for health and safety issues relating to the building and to liaise with appropriate colleagues where defects/issues arise, in accordance with agreed procedures.

Allocations and Void Management

- o To offer advice and support to tenants and their families on the Bield's termination of tenancies procedures.
- o To carry out pre termination inspections and take action as per the Bield procedures, of all tenanted properties where a notice of termination has been undertaken by the tenant and submit appropriate documentation.
- o To carry out a full void inspection once a property becomes vacant to recommend works required to make the property suitable for re-letting and monitor the progress of repairs to ensure they are completed within Bield's service standards.
- o To provide accompanied views with all prospective tenants and to offer advice and information with regard to the property, retirement housing service, and individual support requirements.
- o To be responsible for the "sign up" process relating to all new tenancies and to offer advice and assistance to new tenants on rent payment arrangements, welfare benefit entitlement, community alarm services, and the conditions of their Tenancy Agreement.
- o To provide general advice and information to members of the public on all aspects of the Bield's housing and support services.

- o To assist tenants to make an application for internal transfer in accordance with Bield procedures, and where required, to carry out an inspection of their home to assist with the transfer application process.

Tenancy Management

- o To undertake all new tenants visits and thereafter periodic home visits to ensure that tenants are able to manage their tenancy in accordance with their Tenancy Agreement.
- o To offer advice and assistance to tenants on welfare benefits, debt management, rent payments, and on how to maximise income to avoid rent arrears. Where required, to make referrals to the Association's Welfare Rights Officer for specialist support.
- o To manage minor tenancy issues relating to the use of the building and communal facilities and neighbour related issues. Where matters escalate, to refer issues to the Housing Officer for more formal action.
- o To provide general advice on telecare, social care, physical aids and adaptations. Where required, make referrals to the Bield's Tenancy Sustainment Service for specialist support.

Management of the Communal Facilities

- o In accordance with agreed procedures, to manage the communal facilities, including bookings for use of the facilities and to be responsible for the financial management for income received and low level routine expenditure as required.
- o To arrange and supervise the cleaning of communal areas and ensure that a high standard of cleanliness is maintained.
- o To actively promote and encourage the use of the communal facilities by tenants, interested local residents, community groups and/or Bield Volunteers.
- o To work with the Housing Officer and Tenant Participation Officer to;
 - o Identify appropriate community initiatives and assist with the development of a programme of initiatives within the retirement housing service.
 - o To assist with the day to day co-ordination of community based initiatives and to be responsible for the management of communal facilities and resources required to support the continued use and development of communal facilities.
- o To work with the Bield's Volunteer Team, Housing Officer and appropriate external agencies to recruit, support and retain Bield volunteers to provide a range of leisure, social and community activities.

Meals Service

- To have overall responsibility for the provision of a flexible meals service to tenants, ensuring that food safety and service standards are maintained at all times.
- To oversee management and control of the development stock levels and meal budget in accordance with procedures.
- To actively promote and encourage the meals service to the tenant group with the aim of increasing the customer take-up and retention of the service.
- To plan menus in consultation with tenants and staff, ensuring that individual tenant consultation meetings are carried out in accordance with procedures
- To arrange and supervise the preparation and presentation of meals.
- To ensure the meals service is accessible to all tenants, providing flexible delivery options and/or assistance to the dining room in accordance with individual tenant needs.

People Management and Administration

- To maintain appropriate property, health and safety, tenant, staff and financial records, including IT systems in accordance with Bield's procedures.
- To manage and support any members of the staff team and casual workers in accordance with Bield policies and procedures.
- To supervise and support Bield Volunteers and ensure that volunteering within the development meets the requirements of Bield's Good Practice Volunteer Guidelines
- To co-ordinate and provide administrative support for tenant meetings to discuss day to day tenant issues as required.
- To maintain a daily diary of events in the development.
- To establish and maintain communication systems to ensure the effective day to day running of the service.
- To liaise with the Housing Officer and Property Officer regularly in accordance with Bield procedures.

General

- To undertake other duties from time to time which contribute to meeting the objectives of the post as directed by the Housing Officer.
- To understand and adhere to all Health and Safety policies, procedures and guidelines relevant to the post in accordance.
- To undertake training and attend meetings as identified by line managers.

JOB TITLE: Manager: Retirement Housing with Meals

DATE: July 2016

	ESSENTIAL/ DESIRABLE
1. SKILLS / ABILITIES	
This section specifies the skills and abilities the postholder must have to perform satisfactorily.	
Written Skills: to enable forms and records to be completed accurately.	Essential.
Verbal Skills: to communicate with a wide range of people on a one-to-one basis (in person and by telephone) and with groups of tenants.	Essential.
Numerical Skills: to control small amounts of petty cash and meals budget in accordance with procedure and to keep accurate cash records.	Essential.
To be able to follow simple procedures for use, monitoring and testing of development equipment.	Essential.
To be able to develop and maintain professional relationships with tenants, relatives, colleagues and other professionals including maintaining appropriate confidentiality.	Essential.
To have an awareness of the needs and rights of older people in supported housing.	Essential.
To be able to deal with emergency situations.	Essential.
Ability to organise and prioritise work and maintain simple record systems.	Essential.
To be able to work without on-site supervision.	Essential.
Ability to manage and support small staff group (which may also include volunteers)	Essential.
Ability to develop IT skills e.g. basic word processing and use of email.	Essential.
2. EXPERIENCE	
This section specifies the level and quality of experience required.	
To have experience of working in housing, social care or health services or to have demonstrable personal or volunteer experience through which a thorough understanding of the needs of older people and services provided to older people has been gained.	Essential.
To have experience of managing and developing staff (2-4 staff) and/or Volunteers.	Desirable.
To have experience of managing the delivery of a meals service	Desirable.
3. EDUCATION / QUALIFICATIONS	
Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.	
Qualification in Housing or related discipline, HNC,/SVQ Level 2 or equivalent.	Desirable.
Intermediate Food Hygiene Qualification	Desirable.
4. OTHER	
This section specifies other factors which may be necessary, e.g. the ability to work unsocial hours or the need to work within a particular ethos.	

To be able to follow Bield’s Policies and Procedures including Health & Safety.
To be willing to participate in training and travel to attend training/meetings as required.
To have an interest in promoting communication between tenants and social activities within the development, including the use of volunteers as appropriate.

Essential.
Essential.
Essential.

5. EQUAL OPPORTUNITIES

This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the Postholder is willing to work in accordance with existing policies and Codes of Practice.

Essential.