POST: Later Living Manager (Support)

REPORTS TO: Care & Support Partner

LOCATION: Development Based

PURPOSE

To be responsible for the delivery of housing support and landlord services, in accordance with the Health and Social Care Standards.

MAIN DUTIES

Customers

- Ensure person centred housing support is delivered and customer personal plans and all related records within Rubixx are maintained and reviewed in line with Health and Social Care Standards and relevant legislation, and customers can maximise their independence, choice and individual rights.

- Ensure personal plan reviews are carried out with customers to ensure that we are meeting customers' current housing support needs, and that any unmet needs are appropriately referred to other agencies, maintaining the highest standards of service to customers.

- Maintain good relationships and liaise directly with other agencies, the community, social work service and primary healthcare services.

- Produce and present reports at Case Reviews with external professional bodies e.g. social work.

- Ensure adult support and protection referrals are made and reported to appropriate statutory agencies.

- Assist in the management of customer issues and relationships.

- Encourage communication and interaction between customers, families, representatives and employees.

- Be aware of and respond to the needs of customers with mental health needs, liaising with health professionals as required.

- Ensure that customers' confidentiality is always respected and report accordingly any concerns in accordance with the organisation's Policies and Procedures.

- Co-ordinate and facilitate customer activities, encourage customers' participation and provide administrative support to current Registered Tenant Organisations as and when required.

Employees

- Manage and supervise the work of development domestic and any bank workers

- Communicate effectively with colleagues providing support and guidance, through regular support and skills meetings and on a day-to-day basis, to employees, ensuring that customers receive their housing support service as detailed in their personal plan.

- Ensure and be accountable for the smooth running of each shift, adjusting times as necessary and responding to situations appropriately, ensuring adequate staffing and shift cover is in place.

- Ensure all mandatory training needs are identified and are met through support and skills meetings and appraisals and that all employees adhere to the SSSC codes of practice and Trust's policies and procedures.

- Ensure employees are supported in their personal development, and that their learning and development is ongoing.

- Lead in the recruitment, induction, and probation reviews of employees.

General

- Participate in the voids process, ensuring allocation of properties is in accordance with the Allocations Policy. This will include working with the internal colleagues and supporting customers to view properties and sign-up tenancies.

- Ensure health and safety records are maintained and testing carried out (e.g. fire alarms, building security, pendants alarms, emergency call system, etc).

- Undertake all mandatory and other training considered appropriate to the post.

- Ensure the reporting of any maintenance issues to the repairs team, follow them up and keep customers advised on progress where appropriate.

- Take appropriate action to minimise risk for customers, employees and visitors by ensuring the safety, security, cleanliness and maintenance of the building. This involves advising customers and others on security matters, reporting maintenance issues timeously, and testing equipment such as fire alarms and call systems as per procedure manual.

- Respond appropriately to both fire alarm calls and call system alarms. Offer practical help and advice and if required, summon third party assistance such as emergency services/GPs and/or other appropriate agencies.

- Report maintenance issues promptly to the Repairs Team and ensure reported maintenance issues are responded to, and customers are kept informed of progress, where appropriate.

- Any other reasonable duties required by Trust.

PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Effective communication and interpersonal skills	✓	
Ability to liaise and negotiate with internal/external colleagues, residents and applicants.	✓	
Effective written and verbal presentation skills; basic numeracy skills	✓	
Ability to support and motivate colleagues	✓	
Ability to use a computer in a windows environment, in particular Microsoft outlook and word.	✓	
Effective communication and interpersonal skills	✓	
Education, Qualifications, Training & Development	**Essential**	**Desirable**
SVQ Level 3 in social care or willingness to undertake	✓	
Willingness to undertake all other appropriate training for the post.	✓	
Other factors and attributes	**Essential**	**Desirable**
Experience of and empathy with issues affecting older people.	✓	
Basic property maintenance awareness	✓	
Previous relevant experience in a related customer facing role.		✓
Commitment to continuous improvement	✓	
Equal Opportunities	**Essential**	**Desirable**
his 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 post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	

Signed_____ Dated_____