BIELD HOUSING & CARE

Post Title	Peripatetic Manager
Service	
Department	Housing
Responsible to:	Area Housing Manager
Responsible for:	Employees, Casual Workers and Volunteers working in developments in absence of Manager

Purpose of Job:

In the absence of the Manager and/or Deputy, to be responsible for the management of designated Retirement Housing and Retirement Housing with Meals Developments

To provide cover for Assistants, as required.

To provide a visiting Manager service to designated Retirement Housing and Retirement Housing with Meals developments

To assist office based staff to undertake home assessment visits, and to provide development-based support

Key Accountabilities:

Property Maintenance and Security

- 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.
- 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.
- 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.
- To be the first point of contact for all Contractors relating to maintenance and planned service works within the development.
- To respond to property related emergency calls as appropriate and deal with issue in accordance with procedures.
- 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.
- 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.
- To visit tenants on a regular basis to ensure the security and safety of their home.
- 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

- To offer advice and support to tenants and their families on the Bield's termination of tenancies procedures.
- 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.
- 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.
- 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.
- 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.
- To provide general advice and information to members of the public on all aspects of the Bield's housing and support services.
- 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

- 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.
- 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 Income Advice Officers for specialist support.
- 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 Area Housing Manager for more formal action.
- To provide general advice on telecare, social care, physical aids and adaptations.

Management of the Communal Facilities

- 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.
- To arrange and supervise the cleaning of communal areas and ensure that a high standard of cleanliness is maintained.

- To actively promote and encourage the use of the communal facilities by tenants, interested local residents, community groups and/or Bield Volunteers.

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 Area Housing Manager 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.
  Any other reasonable duties as assigned by your manager or other senior manager within Bield.

Health and Safety

- Ensure all staff have a good understanding of Bield's Health and Safety Policy and their roles and responsibilities to ensure a health and safe workplace.
- Ensure all staff report any health and safety concerns that they may have, and they understand what a reportable incident under the Health and Safety Act is.
- Ensure that staff have a good understanding of the risk assessment process and the importance of keeping this up to date.
- Ensure that all staff undertake core health and safety training relevant to their roles, and this is regularly monitored and audited to ensure the safety of all.

Equality and Diversity

- Bield Housing and Care promotes a workplace that is inclusive and diverse, as a manager we would expect you to develop a culture where everyone is treated fairly, staff know what behaviour is expected of them and that you have a good understanding of discrimination and the law and what is not acceptable.
- Staff should be supported to understand the procedures for reporting any concerns and for resolving problems they may encounter.
- It is also important that our tenants know that we have an inclusive workplace, and we promote diversity and that we will address any discriminatory behaviour.

Person Specification:

Experience:

Criteria	Level
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

Knowledge, Skills and Behaviours:

Criteria	Level
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, 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
Ability 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

PROFESSIONAL MEMBERSHIP AND QUALIFICATIONS:

Criteria	Level
Qualification in Housing or related discipline, HNC/SVQ Level 2 or equivalent.	Desirable
Intermediate Food Hygiene Qualification.	Desirable

Service Specific / Contra Indicators:

Criteria	Level
Full, clean UK driving licence.	Essential
Access as and when required to a reliable car insured for business purposes.	Essential
Be willing to travel by car across different areas within the Service Team.	Essential
To have a genuine interest in, and an open flexible approach to, the promotion of excellent standards of care for older people.	Essential
To be able to work over a shift rota including days, evenings, and weekends.	Essential
To be willing to participate in training and travel to attend training/meetings as required.	Essential
To be able to follow Bield's Policies and Procedures including Health & Safety.	Essential
To have an interest in promoting communication between tenants and social activities within the development, including the use of volunteers as appropriate.	Essential