

Job Title:	Scheme Manager
Reports into:	Team Leader - Sheltered Housing
Department / Location:	Older Persons Services (Based onsite at one or more schemes)
Role Purpose and Key Accountabilities:	<ul style="list-style-type: none"> • Deliver against KPIs and targets for Department • Manage one or more sheltered or extra care schemes • Responsible for promoting positive Health & Safety culture at Scheme/s • Complete Annual Person-Centred Fire Risk Assessments • Tenancy management and enforcing tenancy conditions • Manage anti social behaviour • Income management • Lead on resident engagement and consultation • Meet resident aspirations on socialisation and wellbeing activities • Adhere to the lone worker risk assessment and procedures • Provision of support in line with any grant funding regime

Key Responsibilities and Tasks

- Responsible for Managing the Scheme including wellbeing of the residents, property and Company assets.
- Accountable for Fire Risk Assessment for entire Scheme including overall property and individual Residential Fire Risk Assessment.
- Conduct Health & Safety checks; monthly H&S Audits; escalation of hazards or repairs requirements to relevant bodies; carry out minor risk resolutions.
- Intensive Housing Management:
 - Property viewings: carry out guided tour of Scheme, flat, communal area and building accessibility for potential tenants (includes carrying out visitor inductions).
 - Tenancy assessments:
 - conducting assessment of tenant's suitability for Scheme property; assessment of their specific needs (i.e. mobility, carer needs, carry out a risk assessment in accordance to H&S standards
 - engaging new tenants and completion of new tenant contracts – walking through the contracts to ensure understanding and compliance (via an interpreter if require); signposting to benefits support; repercussions of fraudulent activities; explain legal obligations as tenant and information around their rights and responsibilities; explaining rent and service charges structures
 - verification of identity documentation and leave to remain in the UK, in line with legislation
 - Delivery of new tenant inductions – H&S Induction, walk-round and introduction to facilities at Scheme
 - Managing termination of tenancies and re-circulation of property following end of life cases / vacation of properties.
- Carrying out assessment of property maintenance requirements. Liaising with repairs and voids teams to manage repairs or re-circulation of property within timely manner.
- Proactively engaging residents, next of kin nominees, emergency services and other external bodies to facilitate an enhanced resident experience.
- Income management including following up rent arrears; Income recovery by arranging repayment plans.
- Financial management for Scheme/s including but not limited to handling of petty cash, Guest Room expenditure, collection of TV license fees, etc; responsible for accurate recording and banking monies received.
- Responsible for proactively managing dispute resolution amongst tenants; putting measures into place to prevent Anti-Social Behaviours within Scheme.
- Responsible for establishing and delivering a Support Plan for residences (dependent upon Borough).
- Accountable for Health & Wellbeing of Vulnerable Adults and enforcing Safeguarding measures, in liaison with statutory and voluntary bodies.
- Working in partnership with emergency services, Mental Health professionals, Care providers, Age UK, Forensic Teams, and other professional agencies to deliver a first-class customer service standard.
- Working in collaboration with various internal department including Asset Management, Voids & Lettings, Income Team, Contract Management, and Finance teams.
- Management of social events and wellbeing initiatives within the Scheme and local communities to promote social interaction, wellbeing and prevent isolation risks.

Standard Responsibilities

Adopt and comply with Network values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Organisational policies and procedures
- Equality and diversity
- Safeguarding

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification**Education**

- A-Levels or equivalent preferred; Level 2 English and Maths.

Accreditation

- Mental Health First Aider
- Medical First Aider
- IOSSH Accreditation

Knowledge and Skills Required

- Good interpersonal and communication skills, both verbal and written. Strong Administration / organisation skills
- Customer service focus and ability to use initiative and solution orientated
- Skilled in time management
- Ability to apply confidentiality
- High standard of IT skills - able to use Word, Excel and good record keeping and file maintenance skills
- Awareness of the needs of older people, and knowledge of statutory and voluntary services available including DWP and Adult Social Care Services

Experience Required

- Promoting independence and continual service improvement within a sheltered housing setting
- Working effectively with any on-site Care Manager and team of carers, health providers and other interested parties regarding the housing and support needs of tenants
- Delivering appropriate support, either directly or via referral or signposting to specialist providers in line with the appropriate grant funding regime
- Proactively building and maintaining relationships with voluntary and statutory agencies to develop a programme of health and well being activities to minimise isolation, create a sense of community and foster self determination
- Work with external groups/agencies to ensure that scheme facilities are available to older people in the wider community

Additional Information

- A flexible approach is needed to meet business needs with occasional weekend or evening working, when this is required
- The post holder must be prepared to travel between schemes on occasion as required
- The post holder will be required to plan and host regular scheme meetings including administration and delivery of effective minutes

Organisational Competencies

We want to make Network Homes a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry - we want to do more and do it better

- I am self-motivated, work hard and want to succeed
- I make things happen
- I think creatively to find solutions and get results for customers and colleagues
- I want to help Network achieve its goals

Accountable - we take responsibility and get things done

- I have a disciplined approach to work; I do what I say I will do
- I try hard to get things right first time
- I have a 'can do' attitude
- I think carefully about my work and how we could improve for the future
- I don't believe it's 'someone else's problem'

Respectful - towards our customers and our colleagues

- I arrive on time and fully engage in meetings
- I answer ringing phones and respond quickly to customer and colleague messages
- I work hard to communicate well with customers and colleagues, even if things take a bit longer as a result
- I make myself available and aim to be easy to work with

Together - one team, working towards common objectives

- I understand Network is one organisation and I actively promote a 'one team' culture
- I work well with people across Network to ensure customers only need to make a 'single ask'
- I welcome contact and input from colleagues in all parts of the business
- I welcome opportunities outside my team role to contribute to improving the business