ROLE PROFILE

Role Title: Scheme Manager

Service: Housing Services, Housing Operations, Tenancy Services

Directorate: Housing and Environment

Accountable to: Team Leader Independent Living

Grade: Scale 4 Career Grade

Car Category: Essential

Work Style: Mobile Office Based Worker

Purpose of role

- To provide a flexible responsive service, assessing and responding where appropriate, to the needs of older people within the Independent Living Service in the Borough, enabling clients to retain their independence.

Key Objectives

1	Responsible for delivering high quality housing management services across schemes throughout the borough identifying clear outcomes through personal plans and risk assessments. Acting as an advocate for Extra Care Services collaborating with both internal teams and external partners to ensure the best possible support/ outcomes for the individual.
2	To ensure the safety, well-being and safeguarding of customers is managed, maintaining regular contact and completing reassurance calls at the agreed frequency. To be responsible for ensuring the scheme and surroundings are safe and secured, reporting all potential hazards immediately to prevent accidents or incidents.
3	To carry out risk assessments in accordance with established procedures and, where appropriate, make safeguarding referrals and highlight any concerns to the Line manager

4	Support the Lettings Officer to manage empty homes within the scheme. Contacting prospective customers to provide an overview of the service and attending accompanied viewings to establish a relationship with the customer at the start of their journey with the landlord. Introduce new tenants to the service and ensure they are aware of the level of services available and encourage tenants to develop and maintain their ability to live independently.
5	Demonstrate effective partnership working with internal departments and external partners making referrals to ensure the best possible support/ outcomes for the individual. In liaison with the Rents Team providing advice to customers on rent and service charge payments and in liaison with the Money Advice Team providing basic advice and guidance in relation to benefits. Responding and managing initial instances of anti-social behaviour to help resolve matters before they escalate seeking advice and support where needed.
6	To respond to emergency calls from service users and telecare equipment as and when required and summon assistance from next of kin or emergency services in accordance with agreed procedures and guidelines.
7	To ensure that the testing of emergency call equipment is completed at the agreed frequency. That any issues identified are investigated , reported and any repairs are completed.
8	To identify opportunities and arranging activities with internal and external partner to promote wellbeing, and digital inclusion enabling and encouraging clients to take an active role in organising the use of communal lounges and to take part in democratically elected resident committees.
9	Maintain a positive environment for customer engagement including arranging, promoting, and leading at customer meetings ensuring feedback is listened to and responded to in line with customer values. To promote involvement and engagement options and encourage clients to participate.
10	To liaise with the Control Centre and other Support Officers to ensure data held is accurate and up to date including sending a daily update log regarding service users and carrying out annual reviews of each service users medical and support needs and emergency contact details; ensuring service standards are maintained at all times.
11	To undertake property checks in the event of a concern for welfare of a customer.
12	To attend any activation of smoke detection equipment during working hours including assessing whether emergency services need to be called and resetting fire panels where necessary. To support

	contractors with annual testing of smoke detection equipment in dispersed schemes.
13	To act as a professional witness on behalf of the Council in legal proceedings relating to the enforcement of the tenancy agreement and/or ensuring the safety and security of residents, staff and contractors.

Scope

The post holder will support the Team Leader Independent Living to provide support to older people within the Independent Living Service in the Borough.

Work Profile

1. Strategy

To have a supporting role in the service plan for the Housing Operations, Tenancy Services Team. Their role will contribute to the achievement of the Council's Corporate Plan.

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

4. Resource Management

The post holder has no direct line management responsibility nor any budgetary responsibilities.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individual in order to undertake their role.

5. Supervision and Management

The post holder has no direct line management responsibility.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will closely liaise with other services, Elected Members and the general public as appropriate to the role, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Team Leader Independent Living as appropriate, detailing progress made, any risks identified and possible next steps.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with their immediate team, Service Managers and their teams, tenants, members of the public and partner agencies.

Less regularly, they will be in contact with Corporate Directors, the Chief Operating Officer and Human Resources.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

10. Risk Management

The post holder will be responsible for clearly identifying risks relating to standards of customer service and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.

11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the customer experience.

14. Core Tasks

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

20. Decisions and Consequences

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

21. Work Context

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for off-site visits and office-based work.

PERSON SPECIFICATION
In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE **Technical knowledge and qualifications**	Minimum GCSEs (Grade 4 – 9 i.e. C or above) to include English and Mathematics, (4-9) or equivalent comparable work experience or the successful completion of a West Lancs Apprenticeship placement and qualification in a related subject.		**X**	**A**
	National Certificate in Supported Housing, Wardens Certificate or equivalent.		**X**	**A**
	Experience of working with older people in a support or care setting	**X**		**A, I**
	Experience of networking, maintaining and developing effective working relationships with support agencies, Housing colleagues, and other voluntary and statutory agencies for the benefit of clients and documenting actions.	**X**		**A, I**
	Experience of jointly undertaking Personal Plans, (including risk and needs assessment), with clients and their representatives and work towards achieving identified	**X**		**A, I**

	outcomes Experience of reviewing plans, identifying changing needs and sign posting/making referrals for appropriate support in accordance with agreed procedures Experience of completing Risk assessments, where appropriate, in accordance with agreed procedures Knowledge of professional boundaries and safeguarding issues Ability to work with, and understand, the operation of emergency call/lifeline systems, fire detection equipment and understand the importance of working with a Control Centre The ability to use Windows based applications, in particular Microsoft Word, Excel and email.to record Performance Indicators	 **X** **X** **X** **X** **X**		 **A, I** **A, I** **A, I** **A, I** **A, I**
Planning and organising work	Ability to work within policies and to use own initiative in order to prioritise and organise workloads and maintain a schedule of work	**X**		**A, I, T**
Planning capacity and resources	Able to work flexibly including working outside normal hours as required	**X**		**A, I**
Influencing and interpersonal skills	Ability to communicate effectively verbally and in writing Ability to build confidence, relationships and trust with an older client group and their representatives	**X** **X**		**A, I** **A, I, T**

	Ability to negotiate and influence change for the benefit of the client with both statutory and voluntary agencies Ability to diffuse conflict and encourage harmonious relationships	**X** **X**		**A, I** **A, I, T**
PROBLEM-SOLVING **Using initiative to overcome problems**	Creativity and committed to providing high quality services	**X**		**A, I**
Managing risk	Able to identify, report and mitigate any risks encountered during the execution of the role	**X**		**A, I**
Managing change	Able to handle change with a resilient and positive attitude	**X**		**A, I**
ACCOUNTABILITY and RESPONSIBILITY **Undertakes tasks without supervision**	Able to work well with minimal supervision Ability to work calmly and systematically when responding to emergencies	**X** **X**		**A, I** **A, I**
Other	Commitment to Equality Commitment to Health & Safety Satisfactory Baseline Personnel Security Standard Check The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English Physically able to visit clients in individual properties at different locations	**X** **X** **X** **X** **X**		**A, I** **A, I** **Document Checks (includes Enhanced DBS)** **I** **A, I**

	Access to own transport, i.e. car/ motorcycle and relevant current full driving licence, or equivalent mobility	**X**		**A, I**

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's Expected Behavioural Standards which include:

- **Putting customers first.**
- **Being positive and adaptable.**
- **Taking responsibility and achieving results.**
- **Working together.**
- **We do what we say we will do when we say we will do it.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management.**
- **Financial and resource management.**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date