

## Job Profile

**Job Title: Sheltered Housing Manager**

**Job Grade: Level 3, Zone 1**

**Salary Range: £31,434 - £36,110**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. You will be based in the Housing Management division, within Sheltered Housing. The service is responsible for managing Sheltered Housing Tenants and you will report into Sheltered Housing Team Leader.

### **About the role**

To promote, encourage and support the continued independence and well-being of the sheltered housing tenants by identifying, enabling and meeting the necessary housing and support needs. To assess, review and respond to ongoing support and housing needs of sheltered housing tenants appropriately. The role will develop and maintain constructive relationships with sheltered tenants, carers, partners, service providers and any one from the wider community that is involved with the sheltered schemes and tenants.

### **About you**

#### **Knowledge:**

- Understanding of and commitment to the Council's Valuing Diversity Policy both in terms of the needs of vulnerable sheltered tenants particularly those from diverse ethnic and cultural backgrounds, and in terms of the workplace.
- Having a good understanding of the Safeguarding policy and how it relates to the role of the Sheltered Housing Manager.
- Knowledge of Welfare benefits and the ability to assist where appropriate in maximising tenants' incomes.
- Using own initiative to manage conflicting priorities and dealing appropriately with emergencies in line with agreed procedures
- Commitment to and understanding of the importance of the Council's Health and Safety Policies.

#### **Skills:**

- Able to communicate effectively in both a verbal and written form.
- Able to liaise effectively with and co-ordinate work with other professional staff teams, both within the Council and externally.

- Knowledge of and the ability to assess the needs of tenants and to access, co-ordinate, monitor and review appropriate Support Services for them.
- Able to organise, and encourage participation by tenants in social and other activities both within and outside the scheme.
- Able to maintain appropriate financial and written records for the scheme, including use of computer systems.
- Able to work without day to day supervision and deal effectively with emergencies.
- Able to manage a caseload of sheltered tenants effectively and commitment to promoting the independence of sheltered tenants.

#### **Experience:**

- Experience of case working.
- Experience of working within a customer centred framework.
- Minimum of 2 years' experience in either a voluntary or paid capacity of working with older people or vulnerable adults.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

#### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

#### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and minority ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. For further information on our commitment to Diversity and Inclusion please [click here](#).

#### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

#### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,