

## Job Profile Information: Resident Sheltered Housing Manager

This supplementary information for Sheltered Housing Manager is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

### Camden Way Category 3

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### Role Purpose:

A one-bed accommodation will be provided that will be your main residence. The rent element of your accommodation is funded by the service. However, you are expected to pay a nominal service charge and must ensure that your rent account does not fall into arrears. A service tenancy is offered in lieu of out of hour's availability to respond to emergency call outs.

The resident manager is expected to be flexible in his / her approach to respond to emergencies on the scheme where they reside and at other schemes when required; have a good working knowledge of the health and safety implications concerning lone working particularly during out of hours.

To demonstrate knowledge of how to tackle and manage out of hours emergencies and an understanding of due protocol that must be followed.

To promote, encourage and support the continued independence and well-being of the sheltered housing tenants by monitoring, enabling and meeting the necessary support needs to assess, review and respond to ongoing support 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 scheme.

To act as a premises manager and carry out health and safety checks to maintain the integrity of the building and safety of people within the blocks. You will work closely with the estate management team to provide an enhanced housing management service to sheltered housing tenants

#### Example outcomes or objectives that this role will deliver:

1. To maintain regular contact with all tenants to monitor their well-being particularly those identified to be at risk and provide the appropriate support

2. To co-ordinate and continuously monitor the provision and effectiveness of all the support services received by each tenant, and to advocate on their behalf if they experience any difficulties in obtaining appropriate services. To complete a support plan on a regular basis to determine the appropriate level of support needed for each tenant.
3. Responsible for maintaining a good standard of housing management on schemes
4. Liaise with the Estate management office (EMO) in order to manage the voids and lettings processes. This will involve inspecting void properties and showing them to prospective tenants.
5. Manage complex cases involving hoarding, fire risks, antisocial behaviour resulting from tenants with mental health issues
6. Dealing with emergencies, managing transfers, loss of utilities, flood, fire and evacuations
7. Assisting the EMO with maintaining tenancies i.e. Monitoring rent arrears, tenancy absences and subletting as well as mediating in neighbour disputes and tackling low level antisocial behaviour
8. Health and Safety objectives: the successful candidate will participate in safety visits/audits carried out by safety/fire safety and Estate Officers and will be responsible for ensuring health and safety and fire safety checks and actions are carried out timely
9. Carry out visual checks and report hazards on schemes and promote fire, health and safety awareness either directly or through other staff.

**People Management Responsibilities:**

Reports to a sheltered housing team leader

**Relationships:**

To work effectively and innovatively with other service providers and partners to deliver an excellent service.

**Work Environment:**

The Sheltered Housing Manager post involves significant levels of contact with the public, confidence and judgement is essential in the support of vulnerable tenants who will have varying levels of frailty. At all times the post holder will be required to deal with a very wide and diverse range of issues. This may involve resolving issues never encountered before and will require the post holder to show a great deal of initiative and an ability to deal with the pressures that can be encountered when working in such an environment.

Good decision making skills are required to deliver an excellent service, prioritise workloads and sign-post residents as appropriate.

The post holder will be expected to work flexibly and this will include travelling between sites as necessary.

**Technical Knowledge and Experience:**

- Excellent people management skills and understanding of their application within a front line customer access environment
- 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.
- Ability to use own initiative to manage conflicting priorities and deal appropriately with emergencies in line with agreed procedures
- Commitment to and understanding of the importance of the Council's Health and Safety Policies
- Ability to communicate effectively in both a verbal and written form.
- Ability 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.

- Ability to organise, and encourage participation by tenants in social and other activities both within and outside the scheme.
- Ability to maintain appropriate financial and written records for the scheme, including use of computer systems.
- Ability to work without day-to-day supervision and deal effectively with emergencies.
- Ability to manage a caseload of sheltered tenants effectively.
- Commitment to the promotion of independence of sheltered tenants

### **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way, please click [HERE](#)

### **Chart Structure**

