



## **Job Description and Person Specification**

### **Job details**

Job title: Sheltered Services Officer

Grade:

Reports to: Senior Sheltered Services Officer

Responsible for: Delivering 1<sup>ST</sup> Class Services to Sheltered Housing Residents

Directorate and Service area: Adults, Health Partnerships and Housing – Sheltered Housing Services

### **Purpose of the job**

The post holder will deliver front line intensive support services and basic housing management services to NNC's tenants living in sheltered housing schemes with the primary aim of retaining independence whilst living in a safe secure and healthy environment.

The post holder will offer a first-class customer focussed service including but not limited to intensive targeted support, housing management, unacceptable behaviours, customer engagement and involvement, scheme management, enforcing tenancy conditions and reletting empty properties.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post is part of the sheltered housing team and the postholder will have a close working relationship with colleagues in the Control and Response monitoring team. The post holder will deputise for other Sheltered Services Officers in their absence.

### **Principal responsibilities**

#### **1. Role Responsibilities**

The post holder is expected to:

Ensure a consistent, customer focused service is delivered to all the councils' tenants by responding to contact requests and enquires with accurate advice, support, guidance and assistance in a timely manner to help them make informed choices about issues or concerns they raise.

Be the main point of contact for the scheme(s) they manage for advice, access and information.

Conduct regular and emergency visiting services to tenants living in sheltered schemes.

Provide the Control and Response Team with information for updating the database and records.

Ensure in the relevant circumstances that a deceased resident's inventory is carried out within guidelines and in conjunction with the Senior Sheltered Services Officer and that the property is secured on completion.

### **Sheltered Housing Services**

The post holder is expected to:

Respond to and follow up all emergency situations immediately as directed by the control and response team.

Provide a comprehensive service to tenants including emergency help, advice, reassurance by rendering or obtaining assistance in a polite, courteous, professional and focussed manner.

Conduct, complete and review Support Determinations and plans agreeing what services will be delivered directly with tenants which promote, encourage and support independent living.

Contact tenants and conduct welfare checks in accordance with the outcomes of the support determination and plan remaining alert to the state of their health and living conditions.

Review support determinations and plans after every serious emergency occurrence.

Deliver flexible and target 121 Support and directly to tenants.

Be responsible for the overall well-being of tenants living in the Council's sheltered schemes.

Encourage and support tenants to engage and participate in consultation exercises forums and groups.

Identify customers in need of additional support to sustain their tenancy including entitlement to benefits, assisting to develop budget management skills, accessing physical, mental health and social care provision, and developing or maintaining domestic, life, and social skills to remain as independent as possible.

Maintain, update accurate computerised and manual case notes, support determination and plans and scheme records.

Be responsible for updating Staff Alert Register entries, revision, reviews and deletions.

### **Housing Services**

Undertake a range of tasks including, advert production, verifications, accompanied viewings, signup processes, and welcome meetings in relation to reletting empty properties.

Address unacceptable behaviour reports utilising early intervention techniques.

Refer serious ASB cases to the Anti Social Behaviour officers and work with them to resolve issues.

Refer complex tenancy management issues to the Senior Sheltered Services Officer.

Undertake a range of home and property visits including settling in visits, periodic tenancy audits and property inspections, abandoned property reports, pre-void inspections and warrants of entry.

Prepare a draft response for approval to enquiries and provide information to the Senior Sheltered Services Officer in relation to Stage 1 complaints, elected Member and MP enquiries relevant to the service area they are responsible for

Assist the Senior Sheltered Services Officer with arranging emergency accommodation for tenants, where properties have been damaged by fire or flood or deemed uninhabitable.

Complete applications for tenancy changes, mutual exchanges, property alterations, home move assistance recommending approvals and refusals to the Senior Sheltered Services Officer.

Assist tenants to apply for alternative accommodation through the Keyways allocations scheme who may be under-occupying or require a home on the ground floor or is already accessible and adapted to assist with a disability.

Identify tenants who would be suitable for House Exchange and liaise with them on an individual basis to promote the scheme and develop a tailor-made solution to meet their home move needs.

### **Scheme Services**

Resolve identified fire risk issues and enforce NNC's buildings and block policy as required.

Effectively manage the schemes to ensure the health safety and welfare of tenants and visitors is not compromised.

Be responsible for access to scheme guest rooms.

Undertake test calls to ensure call points within the schemes and tenants' homes are in working order.

Maintain, review and update an inventory of scheme furniture and equipment

Assist the Senior Sheltered Services Officer to develop Scheme improvement action plans in collaboration with residents.

Undertake regular scheme inspections internally and externally, ensuring actions required to resolve issues identified are undertaken and feedback to tenants any issues they identify ensuring they remain informed.

Report repairs required to the scheme or on behalf of tenants.

Work jointly with colleagues in the property team to gain access to homes and areas of schemes not accessible to tenants for maintenance, inspection and compliance purposes.

Ensure any invoices received directly to the scheme are promptly passed to the Control and Response team for processing and payment.

## **2. Performance and Service Improvement**

The post holder is expected to:

Produce, provide, collate a range of performance information and data as directed by the Senior Sheltered Services Officer.

Complete allocated tasks within acceptable timescales and meet deadlines.

Be actively involved with the Senior Sheltered Services Officer in reviewing processes, procedures or policies.

## **3. Team Working and Relationships**

The post holder is expected to:

Ensure the service area has a strong and effective relationship with other services within the organisation including colleagues in the income and property teams.

Internally: Control and response centre, Scheme cleaners and Caretakers, Finance and Housing teams, Property Service team, Allocation and Solutions teams, Adult social care team, Elected Members, Head of Housing Management, Housing Manager and other colleagues/managers and teams from across the council

Externally: A range of contacts at local levels including the Police, Fire & Rescue Service and Ambulance teams, GP's health professionals, care providers and agencies customers, stakeholders, relatives, charities, tenants groups/ forums and associations.

## **4. Key Role Accountabilities**

Delivering 1<sup>st</sup> class services to council tenants living in sheltered housing schemes.

Identifying, suggesting, and implementing tailored solutions to resolve issues, concerns and complex problems.

Being responsible for the health safety and wellbeing of tenants, household members, visitors entering the scheme and team members.

Ensure the "Safeguarding" of all residents in accordance with NNC's reporting procedures.

To identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

Carry out safety precautions and checks to the fleet vehicles when used in line with departmental guidance.

## **5. Misc Requirements**

Maintain a working knowledge of computer software appropriate to the duties and responsibilities.

Maintain an up-to-date knowledge of best practice in delivering an independent living and support service to maximise opportunities for continued service improvement.

The post holder is expected to take part in the on call and out of hours rota responding to emergency calls, attending to scheme and Life Line connected properties on a rotational basis.

The post holder will provide cover for other sheltered services officers as directed by the team leader as and when required.

## **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

## **Special features of the post**

**If a DBS Disclosure is required for the role, include the following clause (Delete if not required).**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

**If this post is Politically Restricted include the following clause (Delete if not required).**

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

**If there are any other special features of the job that need to be in the job description, please indicate them here.**

A mileage allowance is applicable to the post for mileage claims essential for business purposes.

The post holder will participate in the on call/out of hours duty rota to specifically and physically respond at times of crisis to sheltered housing and life line activations.

The use of a fleet vehicle will be available for on call / out of hours duties.



## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to GCSE Standard (min x3) including Maths and English CIHCM Membership NVQ level 2/3 Health & Social Care First Aid at Work Certificate	Degree educated in a subject job related CIHCM Membership. Hold or be studying for a relevant housing qualification (CIH Level 2/3 Diploma or equivalent) or show an equivalent capability
Experience and Knowledge	Experience of working with an elderly client group in similar role with a local authority or registered provider in a similar role.  Knowledge of independent living and support services and housing legislation.  Experience of working with an elderly client group  Support planning and risk assessment knowledge  Experience of working with people who may find themselves in difficult situations and who may have multiple/complex needs including challenging behaviours  Experience of managing and prioritising own workload without supervision to meet demands and targets	Housing Management experience Budget Management experience Benefit entitlement knowledge  Experience of team working effectively with housing colleagues, partners, and customers.
Ability and Skills	Excellent communication skills over several disciplines	

Attributes	Essential criteria	Desirable criteria
	<p>Ability to make sensible decisions in urgent situations and work under pressure</p> <p>Ability to demonstrate a firm but fair approach to managing customer services and relationships whilst maintaining a professional attitude</p> <p>Effective cross service communication skills to achieve positive outcomes for tenants.</p> <p>Excellent record keeping, file note taking, negotiation and compromising skills to achieve solution-focused outcomes</p> <p>Ability to explain complex matters clearly to customers in plain english terms.</p> <p>Ability to build relationships with individuals who have multiple or complex needs</p> <p>Able to produce clear, concise, factual and persuasive written letters and reports</p> <p>Excellent IT and keyboard skills</p> <p><b>Personal Qualities:</b>          Friendly          Enthusiastic          Trustworthy and professional          Motivated and positive          Hardworking</p>	

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Full driving licence and access to a vehicle for work</p> <p>Willing to work outside normal office hours as necessary</p> <p>This post is subject to a DBS check</p>	