

<b>Job Title:</b>	Sheltered Housing Officer
<b>Department:</b>	Community Services, Operations
<b>Reports to:</b>	Sheltered Housing & Telecare Team Leader
<b>Responsible for:</b>	No direct reports

**Summary of core purpose:**  
 To manage the day to day running of high quality sheltered housing schemes overseeing the maintenance, security, health and fire safety of buildings. Provide a range of housing support services that enable residents to remain living independently in their homes, promoting health and wellbeing and linking with local services to prevent social isolation.

**Main Accountabilities**

- Deliver a range of tenancy management and support services to residents in sheltered schemes that enable them to maintain their tenancy and access relevant services to promote well-being.
- Assist in the production of support plans to promote wellbeing and decrease loneliness and isolation.
- Liaise with partner agencies including adult social care, healthcare and voluntary sectors to ensure residents are safe and well in their home.
- To maximize rent and service charge income by ensuring early intervention and enforcement of arrears; working with residents, the financial inclusion team and other agencies.
- To actively engage residents in service delivery and empower them to shape future service improvements that deliver high-levels of customer satisfaction.
- Develop effective partnerships with relevant stakeholders within supported housing to uphold and promote safeguarding and protection matters.
- To review and manage health and safety and fire safety within the scheme and individual properties to ensure they are compliant with statutory and regulatory landlord duties.
- This includes identifying non-compliance and implementing remedial actions as required.
- Work as a team to support colleagues and wider departments, covering tasks in periods of absence, sharing best practice and suggestions for improvement across the service.
- Keep up to date with new policies, procedures, legislation and regulation and continue personal and professional development attending training as required.
- To take on other duties commensurate with this post as directed/delegated by the Sheltered Housing & Telecare Team Leader.

## Relationships

- No direct supervisory responsibility.
- Deals with a variety of internal stakeholders: Lettings, Resident Engagement, Contact Centre, ASB Team, Financial Inclusion Team, Work Planners, PR & Marketing, Business Improvement, Grounds Team, Faculty Maintenance and Repair Supervisors/Team Leaders.
- Deals with a variety of external stakeholders: family members, support care providers, healthcare professionals, emergency services, utility companies, welfare and other voluntary organisations.

## Financial Accountability

- No direct budget responsibility.

## Person Specification



	Essential	Desirable
<b>Education</b>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of providing housing management services and related support to older people.</li> <li>• Experience of managing health and safety and fire safety within a supported housing environment.</li> <li>• Experience of delivering excellent customer service.</li> <li>• Experience of working in a multidisciplinary team.</li> <li>• Experience of handling emergencies.</li> <li>• Experience of managing conflicts.</li> </ul>	
<b>Knowledge, Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Knowledge of health and safety management in supported housing schemes.</li> <li>• Ability to work within a team and on own initiative to meet department targets.</li> <li>• Ability to effectively prioritise and organise a varied workload.</li> <li>• Solution focused with strong negotiation skills to successfully resolve complex housing cases.</li> <li>• Effective communicator both verbally and in writing.</li> <li>• Proficient in Microsoft Office packages (Word, Excel).</li> </ul>	
<b>Circumstances /Other</b>	<ul style="list-style-type: none"> <li>• Ability to drive with a clean driving license and access to a roadworthy car.</li> <li>• Occasionally required to work out of hours to attend meetings and respond to</li> </ul>	

emergency situations.