

**JOB DESCRIPTION**

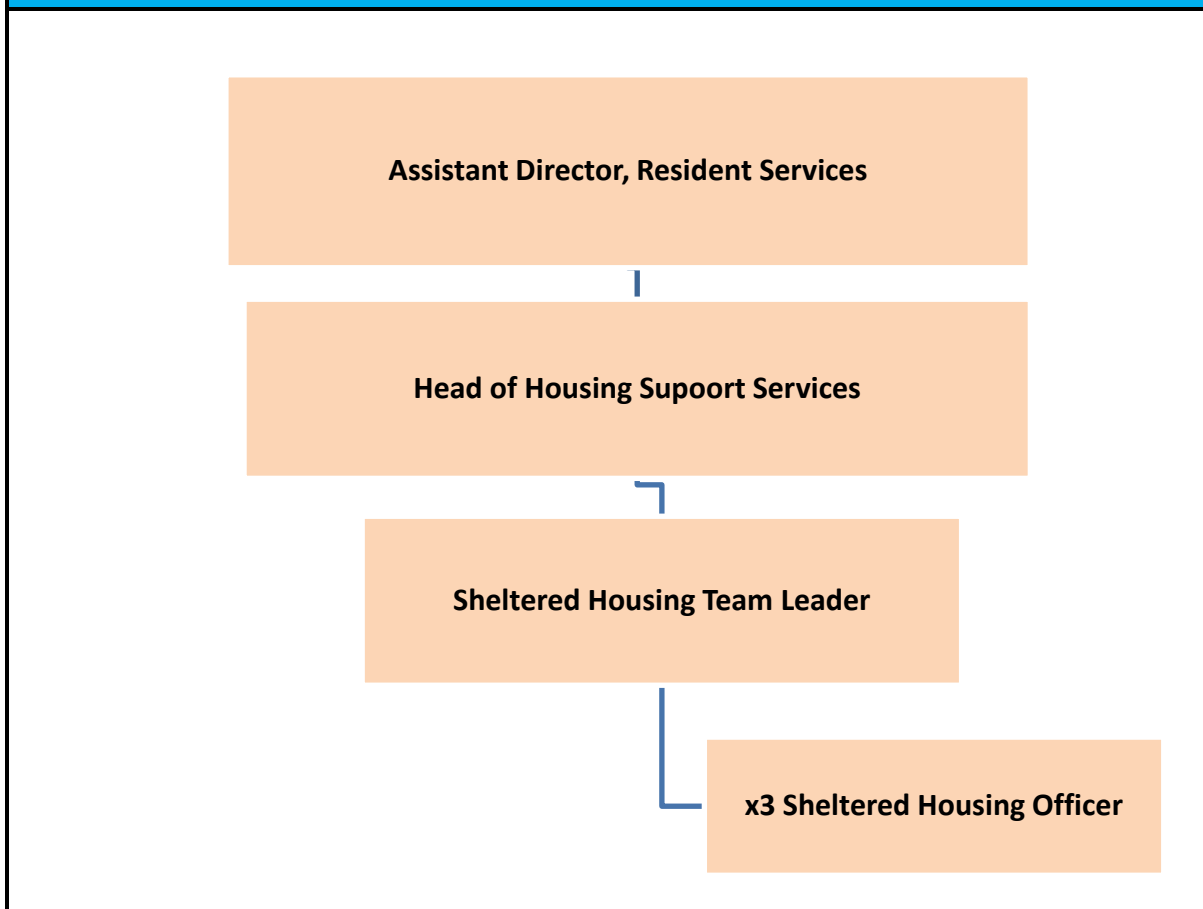
<b>Job Title</b>	Sheltered Housing Officer
<b>Position Number(s)</b>	
<b>Department</b>	Housing Management
<b>Section or Service</b>	Supported Housing
<b>Grade</b>	D

**DESIGNATION:**

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<b>Responsible to:</b>	Sheltered Housing Team Leader
<b>Employees directly supervised (if applicable):</b>	N/A

**Family Tree**



## **1. JOB PURPOSE:**

To provide enhanced housing management services for RBKC Sheltered Housing residents.

To provide a main point of contact for residents and visitors, and to give and receive information as necessary for effective performance of the job.

To develop and maintain constructive relationships with residents, carers, partner organisations, service providers and professionals, contractors and volunteers, and members of the public from the wider community.

To oversee the safety and security of the building and surrounds, to identify and report repairs to the common parts, and to assist residents with reporting repairs within their flats.

## **2. DESCRIPTION OF DUTIES:**

To deliver a comprehensive enhanced housing management service that helps residents maintain their tenancy, access housing services and ensures effective sign posting to other service providers.

To consistently work to and meet key performance indicators for sheltered housing in order to provide and maintain excellent customer services to residents, colleagues and others.

To arrange viewings of accommodation, assist with the moving in process and assist with meeting the void turnaround targets as appropriate.

To enable new residents of sheltered housing to settle into the service.

To advise, assist and signpost residents to access appropriate services and support either within their sheltered housing scheme or the wider local community.

To monitor and report any breaches of tenancy agreements and support the housing management team in dealing with complaints and tenancy disputes.

To support scheme meetings and consultation events, ensuring residents are involved in decisions relating to their accommodation and services.

To distribute service information on a regular basis.

To be knowledgeable about other schemes in the service and cover for absent colleagues in those scheme, in order to provide the best possible service to residents.

To provide a friendly welcoming point of contact for residents and visitors entering or leaving the scheme.

To be a key holder for the building, allowing access where appropriate and ensuring that communal facilities and the building are secure.

To maintain a high standard of cleanliness and order in the scheme, ensuring that communal and office areas are clean and inviting for residents and visitors at all times.

To manage and maintain the communal laundry facilities and (where applicable) guest rooms.

To be conversant with emergency procedures and implement them when necessary.

To be conversant with all health and safety requirements for the scheme and ensure the relevant risk assessments, health and safety checks, communal and residents alarm testing, regular fire alarm testing, and annual inspections are carried out.

To support residents to comply with health and safety requirements for the scheme, and in the safe use of communal facilities, the alarm system, pull cords and any other Telecare alarm equipment in their homes and around the scheme.

To ensure that scheme and resident keys are kept safe and secure at all times, and tested regularly.

To carry out regular building walkabouts and inspections, including the exterior, maintaining security, and identifying and reporting any repairs or maintenance required.

To organise building, communal and alarm system repairs for the scheme, as needed, and ensure access arrangements are in place.

To liaise with and oversee the work of any staff or contractors providing maintenance or other services to the scheme.

To comply with requests for information such as utility meter readings, repairs to common parts and exterior, and services provided to residents through the service charge e.g. cleaning.

To report any concerns relating to Safeguarding using the organisational procedures.

To deliver services that promotes equality, diversity and fair access.

To maintain accurate records and ensure all confidential data and information is securely held and complies with data protection requirements.

To actively participate in service and policy reviews and inspections to ensure best practice at all times.

To keep up to date with information relating to changes in service, working practices or legislation affecting older people, and to advise residents accordingly.

Any other duties relevant to the scope of the role.

**I agree to the above job description**

**Post Holder..... Date.....**

**Director / Chief Officer..... Date.....**

**SELECTION CRITERIA/PERSON SPECIFICATION**

<b>Job Title:</b>	Sheltered Housing Officer
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**Conditions to Note:**

**Candidates:**

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

**Recruiting Managers:**

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

**Values & Behaviours**

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

<b>A</b>	<p><b>Equal Opportunities</b></p> <p>Demonstrate an understanding of and commitment to Council policies in relation to Equal opportunity Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
<b>B</b>	<p><b>Qualifications</b></p> <p><b>Essential:</b> Good standard of literacy and numeracy to include a good level of spoken English</p>
<b>C</b>	<p><b>Knowledge &amp; Experience:</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrable and relevant experience of providing excellent customer services in varied settings.</li> <li>• Experience of working with computerised systems and packages.</li> </ul>

	<ul style="list-style-type: none"> <li>• Administrative and record keeping experience.</li> <li>• Excellent, clear and concise written communication skills.</li> <li>• Excellent and articulate verbal communication skills.</li> <li>• Knowledge of community alarm services, sheltered housing and other support services.</li> <li>• A clear understanding of all aspects of Enhanced Housing Management and an ability to demonstrate commitment to continuous improvement.</li> </ul>
D	<p><b>Job specific requirements</b></p> <ul style="list-style-type: none"> <li>• Ability to complete tasks and resolve issues within required deadlines.</li> <li>• Ability to make measured decisions and implement them.</li> <li>• Ability to work systematically and methodically.</li> <li>• Ability to work as part of a team or on your own in a flexible and positive manner.</li> <li>• A commitment to and understanding of the principles of equal opportunities in both employment and service delivery.</li> <li>• Ability to communicate both verbally and in writing with a wide range of people</li> <li>• Have an understanding of Information Technology</li> <li>• Ability to deal with diverse matters, work well under pressure and cope in difficult circumstances.</li> <li>• Ability to keep written records, produce reports and give close attention to detail.</li> <li>• Able to work with minimum supervision.</li> <li>• Patient, calm, tactful and sympathetic but positive and assertive when appropriate.</li> <li>• Resilient in coping with the pressures of the job.</li> <li>• Must have a flexible/adaptable approach to working in both duties and hours.</li> <li>• Able to learn and adapt to new ideas and situations.</li> <li>• Ability to use own initiative but seek assistance when appropriate.</li> </ul>

Our Values & Behaviours	
<b>E</b>	<div style="background-color: #00bcd4; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;"><b>PUTTING COMMUNITIES FIRST</b></div> <ul style="list-style-type: none"> <li>• We put local people at the heart of decision making in everything we do.</li> <li>• We seek to include and involve: all voices matter.</li> <li>• We provide quality services that are responsive, effective and efficient.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
<b>F</b>	<div style="background-color: #4caf50; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;"><b>RESPECT</b></div> <ul style="list-style-type: none"> <li>• We listen to everyone and value the personal experiences of people in our communities and of each other.</li> <li>• We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul>
<b>G</b>	<div style="background-color: #00bcd4; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;"><b>INTEGRITY</b></div> <ul style="list-style-type: none"> <li>• We act with openness, honesty, compassion, responsibility and humility.</li> <li>• We let people know what we are doing and communicate why and how decisions have been made.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> </ul>

	<ul style="list-style-type: none"><li>• I feel my views are valued</li></ul>
H	<p style="text-align: center;"><b>WORKING TOGETHER</b></p> <ul style="list-style-type: none"><li>• We work together and in partnership with everyone that has an impact on the lives of our residents.</li><li>• We want to understand, learn from each other and continually adapt.</li></ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"><li>• I work with others to provide an effective service for residents, local communities and other departments within the Council.</li><li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.</li><li>• I seek out opportunities to learn from my colleagues and build on good practice.</li></ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"><li>• I can get my issue resolved without being passed around departments.</li><li>• I find it easy to access the services that I need.</li><li>• I feel the Council is open to new ideas.</li></ul>