

## SHELTERED SCHEME MANAGER JOB DESCRIPTION AND PERSON SPECIFICATION

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<b>Job Title:</b>	Sheltered Scheme Manager
<b>Report to:</b>	Support and Older Persons Service Manager
<b>Responsible for:</b>	N/A
<b>Department:</b>	Housing
<b>Employment type:</b>	Permanent, full time
<b>Hours:</b>	35 hours per week
<b>Salary:</b>	£28,238 per annum

### Who is Cynon Taf Community Housing Group

**Cynon Taf Community Housing Group** comprises three organisations. We are registered under the Co-operative and Community Benefit Societies Act 2014 with Charitable Status No. 30399R. Cynon Taf Community Housing Group is based in Abercynon in the heart of Rhondda Cynon Taf in south Wales.

**Cynon Taf Housing Association** manages around 2,000 homes across the Cynon and Taf valleys, a mix of mainly general needs housing plus sheltered and supported accommodation. The association employs more than 70 people who support and deliver our core services, ensuring that tenants' homes are safe, warm and affordable. Our team also support tenants to pay their rent and other bills and help them to develop new skills or strengthen existing ones.

**Cwm Taf Care & Repair** has offices based in both Rhondda Cynon Taf and Merthyr Tydfil. It forms part of the wider national Care & Repair movement in Wales, which supports clients in privately-owned homes to live safely, warmly and as independently as possible. Cwm Taf Care & Repair works closely with the Cwm Taf Morgannwg University Health Board, local authorities and other partners who fund their services including their dedicated dementia service and handyperson service.

**Down to Zero** is a community benefit society that aims to actively engage and work alongside the community to mitigate climate impact locally. It operates across two sites, Pontyclun and Mountain Ash, in Rhondda Cynon Taf. The project provides training and volunteering opportunities for our Housing Association tenants and the wider community to support their wellbeing.

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

### Main Purpose of the Role

The role of the Sheltered Scheme Manager is to oversee the day-to-day management of Sheltered Housing, providing support to residents and empowering them to live independently. The role will be a customer first approach, demonstrating understanding of issues that are important to tenants living in Sheltered housing. The Scheme manager will be creative and supportive while delivering excellent housing management and customer service

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By developing effective relationships internally and externally the Sheltered Scheme manager will deliver debt and money advice services, signpost residents to various third party agencies including DWP, NHS, Local Authority Housing Benefit Departments and specialist support providers.

The Scheme Manager will visit the residents regularly to carry out welfare checks if required and will support them to access other services as well as encourage opportunities for our tenants and local communities to improve their financial wellbeing. The Scheme Manager will actively encourage tenant involvement and support good links between the resident and other services.

Additionally, the Scheme Manager will carry out Health and Safety inspections of the scheme as well as ensuring regular Fire Alarm checks, fire alarm drills and emergency lighting tests.

Strong partnership working with other agencies such as local authorities, the Police, support agencies and other services will also be expected to develop a multi-agency approach to tenancy management

### **Key Responsibilities**

- Establish good relationships with the tenants and ensuring their wellbeing through periodic checks either by the intercom call system or face to face contact.
- Introduce new tenants to their home, make them aware of the facilities that are available to them at the scheme. Complete and sign the Tenancy Agreement and any documentation as required.
- Notify relevant staff members when a tenant or family has given notice, carrying out the appropriate checks and end of tenancy process.
- Provide the tenants with excellent customer service and assist with the delivery of all aspects of housing management.
- Carry out a number of Health and Safety required tasks including quarterly Site Inspections and report any repairs required, weekly Fire Alarm tests, fire drills.
- Carry out periodic checks of the Lifeline equipment in the office, flats and communal areas where applicable.
- Supervise the cleaning of communal areas and grounds maintenance, reporting any issues to the Supported Housing Officer.
- Support and encourage resident's participation in social activities at the scheme and encourage wider community involvement, without impeding on a residents right to live independently.
- To proactively work with internal and external partners to develop services that will enable tenants to maximise their incomes, improve their financial well-being and prepare for future benefit changes including Universal credit and setting up bank accounts.
- Encourage and assist tenants to report repairs and work closely with the repairs team to ensure works are completed to a satisfactory level
- Review needs and risk assessments with tenants every 6 months or sooner, making referrals for support or to other statutory services ensuring that needs are met in a manner that always respects their dignity and privacy.
- Facilitate social activities, manage guest room lettings and collect TV license monies in line with procedures.
- Meeting our requirements for good governance, including management of time, reporting and record-keeping utilising our CRM system effectively.
- Managing own delivery of work to be compliant with time and cost targets agreed with the Director

- Contribute to the development of the organisation, the team and your colleagues by attending and contributing to all key internal meetings as required and to virtual communication.

### **Key Measures of Performance**

- Ensuring that accommodation is maintained to a high standard by monitoring compliance with gas servicing requirements, legionella controls, fire alarm testing, door entry and warden call systems and monitoring contract services delivered to the scheme, recording these for evidence and reporting purposes.
- Participate in the annual service charge calculation and consultation exercise providing data as required.
- Contribute to the wider housing team to deliver excellent housing management and promote Cynon taf as a Housing provider of choice.
- Manage vacant dwellings and assist with allocations to minimise void loss, ensuring that new tenants are fully inducted into their new home and any housing related support needs are identified.
- Identify support needs, financial and mental wellbeing of residents and contribute to solutions that will assist the tenants to sustain their tenancies and independence where possible.
- Carry out Personal Evacuation Risk Assessments and Personal Emergency Evacuation Plans where required and to take appropriate follow up action
- Deal with low level neighbour disputes within the sheltered scheme and give appropriate advice and support to those involved. Document file notes on incidents in relation to anti-social behaviour and provide input to assist the Housing officer or Team Leader to resolve neighbour nuisance disputes should they escalate.
- Maintaining accurate records of all client interactions, adhering to professionalism, commercial confidentiality and GDPR
- Contribute to the development of the service and our brand in the marketplace by delivering on your responsibilities.

### **Key Capabilities**

- Relationship building
- Friendly and empathetic
- Customer service expertise
- Time management and project management
- Able to work under pressure and remain calm
- Deal with conflict in a calming way
- Self motivated and able to work on own initiative
- Comprehensive knowledge and understanding of the legal responsibilities and rights of landlords and tenants and the duties of statutory and other agencies under housing and tenancy law
- Good knowledge of Housing Management to include Tenancy management, Neighbour Nuisance, Anti - Social Behaviour and Estate Management,, Voids and Allocations.
- Good knowledge of welfare reform, housing benefit, universal credit, and income recovery processes
- Good knowledge of and a commitment to tenant consultation and participation
- Fully aware of current Housing issues and developments within the sector
- Team player

### **Person Specification**

All our staff are expected to commit to and exhibit values, attitudes and behaviours that contribute positively to our vision and mission and the values set out in our organisational Values (see Annex 1).

### **Technical Abilities**

- Ensuring that accommodation is maintained to a high standard by monitoring compliance with gas servicing requirements, legionella controls, fire alarm testing, door entry and warden call systems and monitoring contract services delivered to the scheme, recording these for evidence and reporting purposes.
- Contribute towards delivering a customer focused housing service, ensuring tenants are provided with a safe and supportive environment.
- Able to support the Team Leader to develop and sustain an effective Tenant Consultation process
- Able to create high quality material on key Microsoft Office packages – Excel, Word, Teams and PowerPoint
- Able to use all key virtual meeting and messaging platforms independently and effectively – e.g., Teams, Zoom
- Experience of using CRM systems; specifically, QLx would be advantageous

### **Desirable**

It would also be beneficial for the post holder to;

- Previous experience of working with vulnerable people
- Housing Qualification or previous experience of working within housing
- Have understanding and practical experience of Equality and Diversity and agile working promoting independence in a Sheltered Housing setting.
- Ability to speak and write Welsh

**Annex 1:**

**OUR VISION**

We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well.

**OUR PURPOSE**

We're here to provide great homes and support for the people who make up our communities.

**OUR COMMITMENT TO EQUALITY AND DIVERSITY**

Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

**Our Values**

**PASSION** – We care passionately about what we do

**RESPECT** – We treat everyone with respect

**RESPONSIBILITY** – We take responsibility for our actions

**INTEGRITY** – We carry out our roles with honesty and sincerity

**EXCELLENCE** – We always do our very best

**Key objectives:**

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

**Across all our priorities are:**

- Fairness and equality
- Value for money
- Reducing our environmental impact