



Grŵp Cynefin

Mwy na thai • More than housing

GRŴP CYNEFIN

JOB DESCRIPTION

EXTRA CARE HOUSING SCHEME MANAGER - AWEL Y DYFFRYN

Department	Neighbourhoods
Team	Supported Housing
Accountable to	Older People Team Leader
Responsible for	Cleaner/Site Caretaker, Scheme Assistants, Night Staff
Job Location	Awel y Dyffryn - Denbigh

PURPOSE OF THE POST

- To ensure effective management of Awel y Dyffryn and to foster a community and supportive atmosphere in a safe environment.
- To act as the main link to the Association for tenants, prospective tenants and the local community.
- Ensure housing management services with excellent support for tenants.
- Provide appropriate support to tenants to enable them to successfully maintain their tenancy; respect and promote their rights, preferences and independence.
- Work effectively with the on-site care providers along with other agencies providing care, support or health services in order to meet the needs of the tenants and ensure the smooth running of the scheme.
- Develop effective participation opportunities for tenants.

JOB RESPONSIBILITIES

1. To provide appropriate support to residents to enable them to successfully maintain their tenancy and to live as independently as possible. Compiling and updating an assessment of the individual's needs, developing an Individual Support Plan and risk assessments.
2. Attend case meetings as appropriate. Forward-referencing/signposting to professional or specialist agencies or services as appropriate.
3. Liaise regularly with the tenants ensuring daily contact with certain individuals in line with their needs assessment. Deal with any query promptly and effectively.
4. To develop an effective working relationship with the on-site care team and also other professionals and agencies in order to promote wellbeing and meet the support needs of tenants e.g. social workers, care/support providers, health field workers, voluntary agencies and colleagues within Grŵp Cynefin.
5. Implement allocation and lettings arrangements in accordance with the Association's procedures. Dealing with accommodation enquiries and visiting prospective tenants in their home following relevant policies e.g. health and safety. To ensure that the turnover of vacant properties meets the target of the Association's operation.
6. Promote financial resilience and support tenants to obtain appropriate information about their rights, welfare benefits, financing etc to reduce the risk of them going into rent debt. Refer to specialist services as required.
7. Accurately administering rent and utilities account processes and keeping information up-to-date, including opening new tenancies, closing accounts in a timely manner and maximising the Association's rental income by effectively managing rent arrears.
8. Liaise regularly with the Department of Housing Benefits to ensure that rents are paid promptly, to manage cases of overpayment and to deal with appeals.
9. Responding promptly and effectively to outbreaks of neighbourly dispute or anti-social behaviour. Discuss serious cases with the Team Leader.
10. Ensure that the scheme's information systems are accurate and up-to-date, ensuring compliance with Data Protection requirements.
11. Collaborate with catering providers to ensure a standard of service.
12. Be responsible for promoting tenant participation in all aspects of the scheme's activities. Collaborate with the Team Leader to consult and measure tenant satisfaction and respond to feedback about services in order to promote continuous improvement.

13. Ensure a diverse programme of social activities and facilitate the use of the community facilities. Encourage and support residents to get involved and to organise and run activities themselves. Carry out risk assessments as relevant.
14. Work closely with the Maintenance Team to maintain the standards and condition of the Association's property; report repairs in a timely manner and ensure access for workers to carry out the necessary work. Monitoring the standard of contractors' work on site e.g. cleaning or gardening.
15. In liaison with the Health and Safety Manager, the health and safety issues of the scheme are checked in accordance with the Association's procedures, including risk assessments, fire system testing, CCTV and telecare. To ensure that residents are aware of the emergency arrangements and to ensure that the Association's PEEPS (Personal Emergency Evacuation Plans) process is implemented. Keep a register of community furniture and equipment and ensure that they are in standard and safe condition. Working together to ensure that the on-site care team, external consultants etc are aware of the scheme's emergency arrangements. Keep a register of community furniture and equipment and ensure that they are in standard and safe condition.
16. Ensure that care line provision is transferred during periods when there are no staff on site. Be responsible for checking that the care line provision is working. Ensure that the care line provider receives accurate and up-to-date information about the tenants.
17. Supervise the scheme's team of staff and formulate an effective staffing rota.
18. Manage the use of the guest room.
19. Manage and monitor any minor income and expenditure in accordance with the Association's procedures.
20. To create positive links with the wider community for the benefit of the tenants and to ensure that the scheme is a useful resource for the local community. Collaborate with the Team Leader to market the plan effectively.
21. Assist the Team Leader in reporting on outcomes or performance indicators as needed.

CORPORATE RESPONSIBILITIES	
Management	<ul style="list-style-type: none"> • Directly manage the accountable positions • Ensure that the Team's work is delivered to a high standard, on time and within budget • Manage, develop and mentor staff within the Team • Identify and act appropriately in cases of underperformance
Service Delivery	<ul style="list-style-type: none"> • Delivering the work to a high standard, on time and within budgets • Respond to internal and external customers promptly and professionally • Providing advice and support to colleagues/customers • Submit regular reports within the responsibilities of the post • Comply with all policies and any relevant legislation
Performance	<ul style="list-style-type: none"> • Contributing towards the successful achievement of Key Performance Standards • Working towards the aims and objectives of Grŵp Cynefin and supporting the development of the organisation
Policies and Processes	<ul style="list-style-type: none"> • Working in accordance with all Grŵp Cynefin policies and processes • Ensuring that policies and processes align with legislative, managerial and good practice requirements • Review and propose improvements to policies to support continuous improvement
Financial and Budgetary	<ul style="list-style-type: none"> • Contributing to effective budget management
Other	<ul style="list-style-type: none"> • Representing Grŵp Cynefin effectively externally by conveying a professional and positive image on all occasions • A commitment to tenant involvement in all aspects of the work • Being available out of hours in emergency situations • Practice basic first aid where appropriate

The above Job Description is not an exhaustive list of duties and responsibilities of the post.

Other duties within the range of the post will be required to be undertaken from time to time in discussion with the Older People Team Leader and the Manager.

The job description is reviewed regularly and in accordance with the requirements of the service.

Any proposed changes will be discussed with the post holder.

PERSONAL RESPONSIBILITIES

Operating in line with Grŵp Cynefin's values:-

Transparent	We are open, clear, and always act with honesty
Inclusive	We foster an environment where every individual feels valued, respected and supported
Progressive	We are dynamic, resilient, and will confidently meet the challenges and opportunities of the future
Ensuring confidentiality, security and data integrity Promoting and operating in accordance with Health and Safety Policy Promoting equality and diversity in all aspects of work	

All staff within Grŵp Cynefin are expected to operate within our Competencies Framework, which are behaviours or skills that are essential for effective performance:

- Effective Communication
- Work as a Team
- Working Effectively and Efficiently
- Customer Excellence
- Continuous Improvement

MAIN JOB LINKS

Internal

All members of Grŵp Cynefin staff

External

Tenants and their families, prospective tenants, members of the public, care/support providers, voluntary and statutory agencies, social workers, health workers and other professional contacts.

NORMAL WORKING ENVIRONMENT
<ul style="list-style-type: none">• Desk work in an office.• Home visits.• Travel to meetings/training, seminars and the like at the Association's offices, partners and participants• Standard office hours with additional hours from time to time in emergency situations or to attend meetings outside of office hours.

**PERSON SPECIFICATION
EXTRA CARE HOUSING SCHEME MANAGER – AWEL Y DYFFRYN**

All criteria are considered essential unless specified as desirable

Education and Qualifications

A Level (2+)

NVQ level 3 / BTEC National Diploma in supported housing or relevant field

BTEC ONC/City and Guilds Level 3 in an environment where the customer is the focus or what corresponds through experience

Professional Experience

Experience of providing services to older people

Experience of working together to deliver services

Experience of working in housing or supported housing (Desirable)

Experience of Supporting People (Desirable)

Experience of managing a supported housing scheme/older people's field (Desirable)

Experience of service improvement (Pleasant)

Understanding of welfare benefits (Desirable)

Skills and Knowledge

Knowledge and understanding of the social housing sector

Possess problem-solving skills

Excellent organisational skills

The ability to work independently and work effectively under pressure

Able to work well together as part of a team

Be able to respond to emergency calls and lead others in a reasonable and calm manner

Understanding of Safeguarding Vulnerable People processes

Understanding of Health and Safety processes

Able to use information technology to carry out the work

A full current driving licence

Bilingual (Welsh and English) at the following levels or higher levels:

Listen

Able to follow normal work-related conversations, in both languages between fluent speakers.

Read

Able to understand ordinary material, and technical material with a dictionary, in both languages.

Talk

Able to conduct an in-depth conversation about routine work issues in both languages.

To write

Able to draft custom text, with editorial assistance, in both languages.

Leadership and Management

Able to work effectively and focus on results
A commitment to providing excellent customer service
Possess collaborative style of working
Ability to manage time and resources effectively
Ability to manage a small team of staff

Summary of Terms and Conditions EXTRA CARE HOUSING SCHEME MANAGER - AWEL Y DYFFRYN	
Type of Contract	Permanent
Salary	Band D, Point 1 – 5, £28,428 - £31,995 Salary is paid on the 20th of each month The job is offered at the lowest point of the band
Holidays	30 days a year plus the statutory bank holidays and the period between Christmas and the New Year
Travel	Casual car user
Pension	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
Probationary period	6 months
Working hours and work arrangement	35 hours per week Monday - Friday Flex scheme implemented
Sickness pay	An occupational sickness pay scheme is implemented.
Special Absences	5 days pro rata with pay in any 12 month period to look after specific dependents 2 days pro rata with pay to get married, to move house, to divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay on the occasion of bereavement. Up to 3 months pro rata with pay to care for a close relative with terminal illness.
Lifestyle benefits	Access to our wellbeing scheme Flexible working facilities and the ability to work remotely/work from home if suitable.
Personal Development	If you have professional qualifications and you pay annual professional fees to your membership body, we will pay one of these each year to help you stay connected to the latest information and education from your professional body. We

	also want all our colleagues to enjoy the benefits of lifelong learning, so if you work with us we'll invest in you like this too!
Disclosure and Barring Service Check (DBS)	Adults Enhanced/Barred Check