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| JOB ROLE PROFILE AND PERSON SPECIFICATION |

Post Title and Number: Extra Care Scheme Manager Post number: \_\_\_\_\_\_\_\_

Present Grade: PO1 Dept: Housing and Regeneration\_\_\_\_\_\_

Service/Section/Team: Housing and Regeneration\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reports to (title): Older Persons Support Manager\_

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| Purpose of the Role: |

Provide high quality and comprehensive landlord support to the service users to empower them to live as independently as possible.

Working effectively individually and as part of a team, to achieve service outcomes and

actively contribute to the development and smooth running of the service in accordance with

local policies, procedures and legislation.

Provide housing support service and tenancy management to residents living in an Extra Care scheme for the elderly, or those with care needs, 7 days per week and provide emergency response.

Manage complex casework including but not limited to safeguarding, domestic abuse, mental health, older people support, hoarding, property condition, mediation and dispute resolution, anti-social behaviour, alcohol and substance misuse and troubled families.

Provide property management function meeting all health and safety and residents’ safety requirement. Carry out testing and regular inspections of dwellings, communal areas and the wider estates, raise repairs and follow through to satisfactory completion.

Be part of a highly visible team working mostly on-site having regular face-to-face contact with residents. Display respect at all times, get things done and own the matter to its conclusion.

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| Dimensions including Structure Chart: |

1. Annual budgetary amounts with which the role is either directly or indirectly concerned:

Limited direct budget management, but contribution towards robust budget management of the People Operations Services budgets.

1. Structure Chart:
2. Number of direct reports: None

Some supervisory responsibility and where required, would be expected to

assist with the induction of staff, on the job training of colleagues and students, and the

allocation and checking of work.

1. Nature of reporting relationship between post holder and line manager: Direct report

The postholder will act as the deputy to the Later Living Manager in all aspects of Later Living Management Services.

The postholder will be responsible for maintaining effective relationships with individuals and bodies (internal and external). The list below is not exhaustive:

* Residents
* Formal and informal residents’ representative groups.
* Councillors and Members of Parliament
* Senior officers of the Council
* Officers from various departments: Adult Social Care, Children’s Services, Community Safety Services, Strategic Property Services, Housing Repairs Service, Strategy Department, Environment Services and Regulatory Services, Communications
* Third Sector Organisations, Community groups, Faith groups
* Statutory services
* Regulatory bodies
* Commercial organisations
* Service providers

1. Any other relevant statistics

The service is created against the backdrop of financial pressures brought about by an ageing population, post Covid-19 pandemic, social housing and housing crises and ever-growing care needs of residents.

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| Key Accountabilities: |

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| **Accountabilities:**  **It is expected that all accountabilities in compliance with the Council’s Policies and Procedures** | **Anticipated level of time**  **H = High**  **M = Medium**  **L = low** |
| 1. To deliver high quality services in respect of the Extra Care scheme and specialist housing management service, 7 days a week with variable hours from 8am through to Midnight. To provide effective out of hours cover | H |
| 1. Maintain a clear understanding of the objectives, direction and development of the Extra Care service area to meet changing needs, with particular emphasis on customer relations, tenant satisfaction, continuous service improvement to ensure a positive image of the Council is portrayed at all times. | H |
| 1. To contribute towards the development of a culture within the service, which is customer focussed, committed to ensuring value for money and to provide a high standard of customer service, health and safety and the Council’s core values. | H |
| 1. Provide tenancy management service, supporting residents to comply with their tenancy, ensure support plans are met, consult with residents, the care provider, elected members and senior officers with regards to support, tenancy sustainment and housing management issues. | H |
| 1. Manage complex casework including but not limited to safeguarding, domestic abuse, mental health, support for the elderly, hoarding, property condition, mediation and dispute resolution, anti-social behaviour, alcohol and substance misuse and troubled families. Work in partnerships. | H |
| 1. Provide property management function ensuring that all health and safety, residents’ safety, testing and regular inspections are undertaken, relevant repairs are undertaken and that the properties, blocks, schemes and estates are compliant with prevailing legislation and regulations. Work closely with Safe and Connected, or other service providers | H |
| 1. Carry out risk assessments, complete emergency plans and manage support plans | H |
| 1. Ensure the fire safety plan is current and that residents and care staff are fully aware of fire safety procedures. | H |
| 1. To manage communal facilities including reporting repairs and use of the facilities. |  |
| 1. Ensure that all resident, public and member enquiries and complaints received are responded to and matters resolved end to end; escalate as appropriate | H |
| 1. Visits and inspections of premises may involve high risk environments and may be exposed to conflict and aggressive situations. The post holder will be expected to use their training and skills to ensure the safety of themselves and others. | M |
| 1. To work to deadlines and budgetary constraints where resource and workload are frequently subject to variation. | H |
| 1. To advise and implement periodic customer consultation and facilitate satisfaction surveys to analyse and present the results ensuring that services respond accordingly. | M |
| 1. Use relevant databases in the course of normal duties, to include accurate data input, data interrogation as directed. | H |
| 1. Ensure data and records are maintained in accordance with agreed standards and in keeping with the Data Protection/Freedom of Information regulations including the regular housekeeping of computerised and paper information following document management processes. | H |
| 1. Support tenants to progress a Lasting Power of Attorney application, so where possible family or trusted friends can make decisions on behalf of the tenant should the tenant not be able to. | H |
| 1. Attend regular service meetings and, with colleagues, contribute ideas and make recommendations for improvements/changes in existing procedures, policies and processes | M |
| 1. Liaise with Housing management, Adult Social Care and other external agencies to offer support to applicants for the Extra Care schemes, especially in cases where tenants are down sizing, to ensure the scheme has low or no void properties. | H |
| 1. Any other duties reasonably requested by management | H |

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| Key Relationships (Internal and External): |

**National/regional**

Community organisations, third sector organisations, statutory services, regulatory bodies, agents, promoters, external funding bodies and initiatives, Local Authority networks, Registered Providers, Councillors and Members of Parliament, contractors and service providers.

**Local:**

Local community organisations and support groups, the general public, community and representatives, schools, faith groups, nurseries, youth groups, commercial organisations, groups and individuals, registered tenants’ association, residents’ representative bodies such as but not limited to Housing Advisory Group, Leaseholder Forum, Customer Voice, tenant management organisations

**London Borough of Enfield:**

To provide information and promote commercial and partnership opportunities in community venues with officers of Adult Social Care, Children’s Services, Community Safety Services, Strategic Property Services, Strategy Department, Environment Services and Regulatory Services, Communications. To assist with co-ordination of joint Initiatives. To link with officers in Finance, HR, Procurement, Payroll, Payments Team, Legal, Health and Safety, Strategic Property and Communications to ensure the smooth running of the service.

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| Equality and Diversity: |

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

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| Health and Safety: |

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council’s Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health& Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake.

2. Following safety rules and procedures.

3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

* take part in safety training and risk assessments and suggest ways of reducing risks; and
* take part in emergency evacuation exercises.

Employees shall report all accidents, ‘near miss’ incidents and work-related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

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| Information Security: |

To protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

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| Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice: |

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

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| PERSON SPECIFICATION |

**Job Title: Extra Care Scheme Manager**  **Grade: TBC**

**Department:** **Housing and Regeneration, Housing Services** **Team: Later Living Management**

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|  | **HOW TESTED**  Application – A  Test – T  Interview – I |
| **Job Specifics – Skills, Experience, Knowledge & Abilities**  **Essential:**   1. As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. This role also requires you to be polite and courteous when conversing with the public. 2. Knowledge of housing law and understanding of the issues involved in managing extra care supported housing or housing for the elderly 3. Experience of delivering customer facing tenancy management and complex casework management 4. Experience of delivering property management function and knowledge of underlying health and safety and residents’ safety regulations and other regulatory principles 5. Experience of working in fast-paced environment, with many competing priorities 6. Experience of maintaining partnerships 7. Housing qualification or working to achieve one.   **Desirable:**   1. Experience of working in supported, sheltered, extra care housing 2. Understanding of the Care Act 2014 | **A/I/T**  **A/I** |
| **Behaviours**  Appropriate behaviours are key to the delivery of our vision for Enfield.  We want staff who will work collaboratively, flexibly, and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;  **Take Responsibility**  We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.  **Open, Honest and Respectful**  We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.  **Listen and Learn**  We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.  **Work Together to find solutions**  We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.  **Candidates: Please ensure you address these behaviours in your responses to the essential (and desirable if applicable) criteria above.** | **A/I/T** |
| **Competencies:**  **Candidates: Please ensure you address these competencies in your responses to the essential (and desirable if applicable) criteria above.**   1. Customer focus 2. Deliver service performance 3. Focus on continuous improvement 4. Political awareness and context | **A/I** |
| **Qualifications & Professional registration criteria**  **Candidates: Please ensure you address these qualifications in your responses to the essential (and desirable if applicable) criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.**   1. Housing related qualification or willingness to undertake professional on the job training | **I** |
| **Special requirements**  **Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.**   1. Later Living and Extra Care services operate 7 days a week 24/7. All staff are expected to work at these times when required 2. Enhanced DBS check 3. Ability and willingness to travel between locations | **I** |