Scheme Manager Retirement services

Role profile

Department	Care and Support		
Job number		**Reports to**	Team Leader
Date effective	September 2022	**Salary band**	TBC

Purpose
To deliver a high-quality scheme management service to meet the needs and aspirations of our customers in retirement living, extra care, leasehold and supported housing, by creating and maintaining a safe, secure and welcoming environment for customers, visitors and professionals.

Key responsibilities/ deliverables

1. Be accountable for Health & Safety and Fire safety checks including comprehensive and clearly auditable records.
2. Assist the Housing and Lettings Team by completing viewings, assessments, and tenancy sign up and induction meetings to ensure customers understand the tenancy agreement, their rights and obligations, service specification and property facilities, complying with legislative and accreditation requirements.
3. Effectively manage the termination of tenancies and associated liaison with the voids, lettings team and contractors.
4. To provide a person-centered service to our customers utilising the tools and guides available such as Initial Assessments, ILP's, Risk Assessments and Logbook.
5. Accountable for appropriate and effective safeguarding actions in line with legislation and internal reporting systems.
6. Be responsible for customer engagement and consultation, facilitate customers' aspirations for social and wellbeing activities, proactively engaging with care, statutory, and voluntary agencies, ensuring the service is accessible to all.
7. To manage ASB cases in accordance with policies and procedures working with the Housing team and provide clear guidance to customers reporting ASB.

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8. To be responsible for ensuring DBS compliance at the appropriate level for all ancillary workers, contractors, volunteers, and visitors to the schemes.
9. To undertake regular liaison with the onsite care and or support providers to ensure problems and issues are discussed immediately and addressed.
10. Provide customers with advice and facilitating move to alternative accommodation as required.
11. To be the point of contact and liaises with all relevant agencies, both statutory and voluntary, on behalf of the customer.
12. Assist customers to claim Housing Benefit and other welfare benefits, to ensure rent arrears are reduced and rent is paid regularly and on time.
13. To be responsible for regularly monitoring and reporting on the general safety and wellbeing of customers, including signposting, and referring customers to support services' where appropriate.

Line management
Direct reports: Concierge, Handypersons, General Assistants. Indirect reports: None

Key internal contacts
Housing, Care and Support Teams, Catering teams, Lettings team, Customer Services, Property Services, Corporate Services, Finance, and IT.

Key external contacts
Maintenance Contractors, Customers, Families, Domiciliary Care and Support providers, GP's, Hospitals, Health care, Carers, Social Services, Local Authorities, Police, Volunteer services, local community organisations.

Operating environment/ dimensions
Providing frontline person-centered housing management services to Customers within our sheltered, extra care, leasehold, and supported housing environments. Financial authority limits: - None Budgets: - Have an oversight of service budget. Expenditure: - None

Knowledge, skills, and competencies	Essential	Desirable
Qualifications/training		

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Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	**A**	
Level 3 Supported Housing or Housing Certificate (Working towards or willing to undertake)		**A**
Supervisory or Management qualification		**A**
Relevant QCF's		**A**
Level 2 Health & Safety Certificate or equivalent		**A**
Knowledge and skills		
Experience of a Customer facing role	**A/I**	
Experience of maintaining buildings health and safety requirements, including regular inspections, recording, and monitoring		**I**
Awareness of the needs of older people, and knowledge of statutory and voluntary services including DWP and Adult Social Care service.		**A/I**
Experience of working with vulnerable people in particular older persons housing and/or supported housing for adults.	**I/T**	
Significant housing experience within sheltered housing or extra care setting.		**A/I**
Experience of organising and facilitating social events and activities		**I/T**
Ability to keep confidential, accurate and appropriate records	**I/T**	
Experience in delivering appropriate support, either directly or via referral or signposting to specialist providers in line with appropriate funding sources.		**A/I**
Full UK clean driving license.	**A**	

A2Dominion values: Caring by nature; Working better together; Thinking for tomorrow

When applying the A2Dominion Behaviours, they should be contextualised by adding examples at one of three levels:

1. ***Senior Manager - Leading Organisations –*** *Where the focus is on conducting strategic analysis and providing strategic direction to ensure the future sustainability of the organisation; holding the organisation accountable for the effective delivery of strategy*
2. ***Manager - Leading Others –*** *Where the focus is on translating & delivering organisational strategy through self and others in an engaging and leaderful way; ensuring a 'what's possible' mind-set at all times*
3. ***Staff Level - Leading Self –*** *Where the focus is on taking responsibility for delivering personal and organisational goals in a socially responsible "can-do' way*

All the behaviours for success will be referenced during the interview process and below are examples of how they will be demonstrated in the role.

Competency	
Influential:	

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Is able to help others understand what's important to achieve the best outcome. Tries to achieve the best outcomes for everyone. Is creative in overcoming problems that get in the way. Make sure that ideas and requests are well thought-through before moving forward.
Future focused: Is open-minded and interested in change to the business. Encourages new ideas, looking beyond both their own team and the housing industry for inspiration. Sets challenging goals and investigates what is possible rather than what is not.
Engaging: Understands themselves and the impact their behaviour has on other people. Works well with others in their own team, with other colleagues and beyond. Is honest and genuine in their communication and behaviour. Adapts their approach, depending on the situation.
Resilient: Is able to handle pressure, without it affecting the way they make decisions, think and act. Is positive about change. Is resourceful and looks for opportunities without being told what to do. Welcomes feedback and does not blame others when things go wrong.
Performance focused: Is focused on succeeding and getting results, helping others to do the same. Has a strong understanding of how the work of their team has an impact on the organisation's goals. Works well with other to achieve shard goals Challenges poor performance and supports improvements.

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen

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