**Job Description**

**Sheltered Housing Officer**

**Service/Team** BCP Homes

**Reports to** Housing Manager (Sheltered)/Housing Manager (Sheltered

**Responsible for** Providing excellent Housing Management service for Sheltered Housing.

**Number of posts** 4

**Post number** ?

**Career Grade** ?

MAIN PURPOSE

• To provide an excellent housing management service to a patch of sheltered properties, encouraging resident involvement in scheme and community activities.

• To provide preventative support and security to vulnerable or potentially vulnerable tenants and leaseholders to enable them to manage their homes independently.

• To undertake annual tenancy reviews to enforce tenancy conditions and identify support needs.

MAIN OBJECTIVES

1. Enable tenants to maintain their tenancies through tenancy advice, support, and enforcement.

2. Deliver a customer focused service, tailored to the needs of residents through effective tenancy management and scheme management.

3. To build strong relationships with key partners to provide a holistic and comprehensive housing management service to residents.

MAIN RESPONSIBILITIES

1. Lead on continually assessing the needs and risks of residents living on the patch through preventative calls, visits and annual tenancy reviews to raise and follow up any safeguarding concerns.

2. Make referrals to the Support team for a full needs and risk assessment when necessary (e.g. where there is a change in circumstances or a specific incident has occurred),.

3. Identify personal care issues through preventative work and liaise with the appropriate key partners. Give encouragement to family, carers, and friends of service users to play a role in facilitating continued independent living.

4. Liaise with, and signpost to, other agencies to ensure residents have access to services necessary to maintain their independence.

5. Work closely with the BCP Council Operations Centre ensuring that effective communication regarding residents and scheme management is maintained, providing a consistent service to residents.

6. Provide information on community facilities and resources available to residents and activities to promote inclusion into the wider community and help residents overcome

social isolation.

7. Provide general advice as necessary on:

a) alternative housing options,

b) safety and security

c) running homes, from maintenance or home improvement enquires to

changing utility suppliers

d) using own or communal equipment

e) tenancy issues e.g. successions

8. Work closely with the Voids team to assess nominations for new tenancies for suitability, including contact with other agencies (where appropriate) to verify supporting information. Undertake tenancy sign ups in a timely manner to minimise the length of time properties are vacant and explain rights and obligations under the tenancy agreement.

9. Manage changes to tenancies effectively and lawfully, throughout the duration of a tenancy. Ensure clear information is provided to the Voids team and residents or next of kin in cases of ending of tenancies.

10. Carry out New Tenant Visits within 12 weeks of the resident moving into the property and manage any resulting tenancy issues as and when they arise, including property upkeep, working with other teams within BCP Homes and external agencies as required.

11. Conduct Introductory Tenancy Visits to ensure that there is a smooth transition to a secure tenancy.

12. Ensure residents are involved in shaping and reviewing services provided, and to work closely with elected Residents’ Associations and committee members as well as promoting BCP Homes’ formal Resident Involvement structure.

13. Tackle incidents of anti-social behaviour and tenancy breaches, working with victim and perpetrator through effective case management and partnership working. Work effectively with the BCP Homes Support team and complex cases team to provide a seamless service to residents.

14. Work closely with Neighbourhood Policing Teams (NPTs) to reduce anti-social behaviour and fear of crime by attending NPT meetings, leading and participating in joint working and publicising the work of NPT’s.

15. Ensure the schemes are well maintained and attractive communities through:

a) Day to day management of the gardening and cleaning contracts, working with the Neighbourhood Officer (Sheltered) to resolve any performance issues.

b) Act as the lead officer for Estate Gradings on the ‘patch’ and deal with any actions appropriately and promptly.

c) Lead and facilitate identification of neighbourhood improvements.

d) Manage the guest rooms and mobility scooter storage effectively.

16. Fully comply with the Equality and Diversity Policy and assist the Housing Manager (Sheltered) and Housing Manager (Sheltered & Extra Care) in the undertaking of any equality impact assessments of the service.

17. Accurately maintain files and IT based recording systems and provide statistical performance information as required.

18. Be an effective team player and assist in covering other members of the Sheltered Housing team.

GENERAL

1. Maintain personal and professional development to meet the changing demands of the job and participate in appropriate training activities

2. Undertake such other duties as may be required from time to time, commensurate with the level of the post.

3. Comply with all decisions, policies and standing orders of BCP Homes and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act.

NOTES

1. BCP Homes reserves the right to alter the content of this job description, after consultation, to reflect changes to the job or services provided, without altering the general character or the level of responsibility.

2. The duties described in this job description must be carried out in a manner that promotes equality of opportunity, dignity and respect for all employees and service users, and is consistent with BCP’s Equal Opportunities policy

Head of Client Support

November 2022

Employee’s Signature: Date:

Manager’s Signature: Date:

**Person Specification**

**Job Title: Sheltered Housing Officer**

**Department: Housing Support – BCP Homes**

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| **Attributes** | **Criteria** | **Method of Assessment** |
| **Experience** | * Experience of providing Housing management and support to vulnerable individuals * Experience of partnership working * Experience of monitoring services (e.g. facilities management [repairs, cleaning, grounds maintenance] health and safety) * Experience of dealing with anti social behaviour and conflict resolution | 1. Application 2. Interview 3. Practical Assessment 4. References |
| **Qualifications**  **& Training** | * Good standard of general education, including English and Maths | 1. Application |
| **Aptitudes**  **& Abilities** | * Ability to deliver excellent housing management services * Ability to learn quickly and work flexibly in a changing environment * High standards of literacy and numeracy * The ability to present both written and verbal information effectively * Good team player * Excellent interpersonal skills * Ability to work with a diverse and pressurised workload, to target and without supervision * Computer literate (MS Word, Excel, Outlook, and Internet) * Strong observational skills and attention to detail | 1. Application 2. Interview 3. Practical Assessment 4. References |
| **Knowledge** | * Good knowledge of social housing and residents’ rights and responsibilities * Knowledge of housing law, housing support and sheltered housing management * Knowledge of statutory and voluntary sector support services for vulnerable individuals * Knowledge of welfare and benefit rights and health and safety | 1. Application 2. Interview 3. Practical Assessment 4. References |
| **Attitude & Motivation** | * Flexible and cooperative working style * Commitment to excellent and responsive customer service and service delivery * Positive attitude to equality and diversity | 1. Application 2. Interview 3. References |
| **Other Factors** | * Able to visit residents on the patch (and the wider locality on occasion)  in their own homes at times to suit the client, which may involve climbing stairs * Access to a vehicle for work (travel between housing schemes required) * Enhanced DBS clearance | 1. Application 2. Sight of Licence |