



JOB DESCRIPTION

POST:	Sheltered Housing Officer
DEPARTMENT:	Tenant Services
REPORTING TO:	Sheltered Housing Team Manager
RESPONSIBLE FOR:	N/A
GRADE:	4

MAIN JOB PURPOSE:

To carry out a range of housing related support duties for residents of sheltered housing schemes

To support the Sheltered Housing Team Manager in the ongoing development of the service

DUTIES AND RESPONSIBILITIES:

Ensure the well-being of residents through regular visits and telephone calls as required.

Identify and arrange for additional support or services for tenants in need

Respond to calls for emergency assistance by any resident during working hours. Respond after working hours where appropriate arrangements have been agreed with the Sheltered Housing Team Manager. Summon such help as may be necessary from outside agencies.

Maintain digital records as required with details of next of kin, nearest contact, and family doctor for all residents and contact them in cases of emergency or need. Maintain other digital records relating to the scheme and its residents

Maintain an up to date and accurate digital logbook on all matters or incidents relating to the scheme and residents.

Complete and maintain digital Support Plans and associated reviews for all residents, liaising with external statutory and voluntary agencies as necessary concerning their welfare needs

Report any safeguarding concerns to the appropriate person / agency

Assist with the letting of sheltered accommodation, welcome new residents and complete sign ups, give guidance on the use of the facilities and the role of the Sheltered Housing Officer

Promote and encourage the organisation of social activities in accordance with the residents' wishes and, where appropriate work in conjunction with any social club or residents committee

Maintain the security of the communal premises and equipment and any vacant flats.

In conjunction with the Neighbourhood Team, ensure the proper management and use of all communal areas and guest rooms and ensure common areas are properly and regularly cleaned. Report repairs and faults as necessary

Observe the provisions of the Council's Health and Safety Policy, and to be familiar with fire precautions, emergency procedures, lone working and carrying out risk assessments.

Ensure you are aware of all relevant processes, policies and procedures and follow them in the event of incidents.

Carry out regular checks of alarm systems and report any faults immediately. Maintain a digital record of tests

Follow the requirements of the Staffing Rota and comply with the instructions of the Sheltered Housing Team Manager in maintaining cover across all sheltered housing accommodation. This may require the postholder to work at locations across Babergh or Mid Suffolk other than their usual place of work.

To assist the Sheltered Housing Team Manager with specific duties, responsibilities or tasks as requested

Any other duties of a similar nature which may be required.

Additional information

- a) Does this job require a DBS check? Yes
- b) This job will require access to a vehicle at all times
- c) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to

do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
a) A relevant qualification at NVQ 2 or equivalent knowledge gained through experience b) IT skills required with considerable experience of Microsoft Office package including Microsoft Excel c) An understanding of relevant health and safety legislation and good practice d) A current driving licence	A A/I/T A/I/T A
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
a) Experience of working with older people, an understanding of the needs of older people, or at least three years' experience of working in a relevant specialist area b) An understanding of Safeguarding good practice and its importance c) Experience of lone working with minimal supervision d) Ability to take a flexible approach to role and pick up work outside of one's own specialism. e) Effective written and verbal communication skills that	A I A/I A/I A/I

include persuading, informing, explaining, listening and understanding	
f) Ability to interpret information or situations and to solve problems.	A/I/T
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
a) Works co-operatively within a team and with people from other teams and services	A/I
b) Has a flexible approach to work in terms of being prepared to pick up work outside of own specialism or what is familiar to help in emergencies or provide cover for others	A/I
c) Works proactively and collaboratively in project teams comprising staff from a range of services when representing own specialism	A/I
d) Uses transferrable skills and develops new skills as necessary to provide a flexible resource to meet corporate priorities	A/I
e) Displays understanding, empathy and discretion when communicating with older people.	A/I
f) Has an approachable, calm and courteous manner with sheltered residents, other staff and external agencies	A/I
g) Displays tact and diplomacy when faced with difficult situations such as people who are unwell, confused or bereaved and when faced with disputes between neighbours	A/I
h) Has the ability to re-prioritise own work when faced with urgent or unexpected situations.	A/I
i) Has the integrity to deal fairly with all customers regardless of personal feelings and to maintain confidentiality	A/I
j) Can use own initiative to find solutions to problems and can react swiftly and calmly in an emergency	A/I
k) Can exchange information in a clear manner with a variety of people and organisations, including older people, their relatives, social workers and doctors	A/I

BEHAVIOURS	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



OUR
PEOPLE



OUR
CUSTOMERS



BEING OPEN
and HONEST



TAKING
OWNERSHIP



BEING
AMBITIOUS

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

