

Job Description



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

Post Title	Supported Housing Scheme Manager	Post No SCH31	
Directorate	Wellbeing Services		
Division	Customer Service Transformation & Business Support		
Salary Band/Range	Band E £37,035 to £42,708 per annum. Incremental progression is subject to performance.		
Responsible to	Tracey Moorby		
Location	Saxon Court		
DBS Check	Yes		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers		
Car User Status	<p>This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively.</p> <p>Applicants must be able to drive, have a driving licence and be a car owner, however for disabled applicants, reasonable adjustments will be made where required.</p>		
Special Conditions			

1,	Job Purpose
	<p>The role is to effectively and professionally manage designated Supported Living accommodation in line with Solihull Community Housing's (SCH') policies and procedures to provide high quality housing related support to older and vulnerable people, promoting independence and providing a safe and secure environment for residents to live</p> <p>You will be expected to be an effective member of the team providing an exceptional service to all customers.</p> <p>You will have line management responsibility for the Activities Co Ordinator supporting them to provide excellent services for residents</p> <p>You will establish and maintain close partnership working with Care providers who support residents within the scheme</p>

2.	Key Responsibilities
2.1	Main Duties
	<ul style="list-style-type: none"> • Manage the Allocations process for prospective tenants and co-ordinate the Allocations panel to agree allocation for new tenants • Respond accordingly to any initial instances of Hoarding or anti-social behaviour and help resolve matters before they escalate, seeking advice and support where needed from internal SCH and SMBC teams • Encourage the development of resident associations and encourage resident engagement to facilitate access to potential funding streams. • Create a 'Lively Court' ensuring an active and vibrant environment to help reduce social isolation • Carry out a welcome visit for new tenants completing a tenant induction to make sure that residents understand the roles and responsibilities of staff at the scheme • Respond effectively to concerns and complaints, escalating as appropriate or required • Carry out regular resident meetings and respond to any feedback given • Regular welfare checks to ensure the safety and Wellbeing of residents • Assistance in sustaining all aspects of tenancy • Advice and assistance on using equipment including Telecare within the property • Monitoring and signposting for Adult Social Care services • Carry out annual individual risk assessments to ensure any risks are identified and referrals to support agencies made if necessary • Identify the need for and support delivery and growth of the organisation's products and services to existing and new residents • Act as facilitator/co-ordinator to ensure that residents receive the care and support services they require from other relevant agencies • Develop and maintain an effective relationship with residents and their family or supporters whilst maintaining professional boundaries in line with the organisations policies and procedures including Code of Conduct and Professional Boundaries • Actively encourage the use of the communal facilities for social activities for residents, involving older people in the local community where appropriate and possible • Develop and maintain Wellbeing Support Plans identifying individual needs and signposting to external agencies as appropriate • Ensure that a high quality of service is provided at all times
2.2	People Management
	You will have direct line management responsibility for the Activities Co ordinator
2.3	Safeguarding
	SCH is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.
2.4	Financial Management
	<ul style="list-style-type: none"> • Achieve agreed targets for the management of voids within the building • Market the service to people who are interested in renting accommodation including carrying out viewings with potential residents and support with tenancy sign ups • Effectively monitor and control service charge expenditure • Provide general advice on rent and service charge payments

	<ul style="list-style-type: none"> • Make referrals to SCH Money Advice Team in relation to Housing Benefit claims and all other financial aspects • Raise Invoices and ensure payment is made in relation to building service contracts
2.5	Buildings & Equipment
	<ul style="list-style-type: none"> • Complete inspections and testing to ensure the building is compliant with regulations • Act as the responsible officer in relation to Building Safety • Ensure that the building and all communal areas are welcoming and maintained to a high standard • Maintain Health and Safety requirements in accordance with actions arising from any Health and Safety Audit • Complete and review risk assessments in relation to fire safety, legionella, food safety and hygiene • Carry out fire alarm, emergency lighting and any other system checking within agreed timescales • Ensure that the Court surroundings are a safe and secure environment reporting all potential hazards immediately to prevent accidents • Effectively manage and monitor repairs and oversee contractor performance on site • Understand the use of site systems and equipment, carrying out the appropriate checks and tests required
2.6	Health & Safety
	<p>Health and safety laws require all employees to help SCH maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support SCH, managers and other employees, in meeting their health and safety legal responsibilities.</p> <p>.</p>
2.7	Information Management
	<p>As an employee of SCH, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998 and GDPR</p>
2.8	Policies & Procedures
	<p>The post holder will be accountable for ensuring that he/she is aware of relevant SCH policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.</p>

3.	Other Conditions
3.1	Mobility
	<p>Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of SCH they may be required.</p>
3.2	Equal Opportunities

	SCH is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.
3.3	Variations to Job Descriptions
	Due to changing customer demands, duties and responsibilities are likely to vary from time to time and SCH I therefore retains the right to amend job descriptions to reflect changing requirements.
3.4	Training and Development
	SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.
3.5	Lean
	SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement.
3.6	SCH Behaviour al Framework
	SCH expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the SCH Behavioural Framework.

Compiled/Reviewed	Tracey Moorby
Date:	January 2025

Person Specification



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Salary Band/Range			
Responsible to:	Tracey Moorby		

METHOD OF ASSESSMENT (MOA) AF = Application form, T = Test, I = Interview

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	<p>Qualified to NVQ / QCF Level 3 in Housing, or Health and Social Care, or equivalent</p> <p>OR</p> <p>The ability to demonstrate through experience, the necessary knowledge to carry out the full range of duties</p>	<p>Minimum of 4 GCSE passes or equivalent, including English Language</p> <p>Relevant professional qualification in Housing or Social Care</p> <p>Evidence of continuing professional development</p>	AF

Skills & Abilities	Excellent customer care skills	Training and presentation skills	AF/I
	Able to have a customer perspective and to respond effectively to their needs and expectations		AF/I

	Strong literacy and numeracy skills, as well as strong financial skills		AF/I
	Listens, consults others and communicates clearly, (both spoken and written)		AF/I
	Able to build and maintain professional, good relationships with residents, colleagues and external contacts		AF/I
	Able to personally manage conflicting priorities, a busy schedule or operations and can prioritise and deliver against objectives		AF/I
	Able to remain calm and professional at all times		AF/I
	Demonstrates integrity		AF/I
	Ability to keep clear, accurate written records		AF/I
	Able to operate with complete confidentiality respecting individuals' privacy		AF/I
	Intermediate I.T. skills – Word, Outlook, Excel		AF/I
	Able to work on own initiative and within a team		AF/I

Experience & Knowledge	Experience of working with social housing or care sector, particularly with a focus on older people and/ or supported housing	Knowledge and/or experience of the issues faced by older people or other vulnerable groups People Management Understanding of Adult Social care and assessment criteria	AF/I
	Experience on identification and assessment of risk		AF/I

	Specialist knowledge in relation to Housing Support, Telecare, Health & Safety, Compliance, Risk Assessments, Needs Assessing and Support Planning.		AF/I
	Specialist knowledge of Dementia awareness		AF/I
	Knowledge of Care Act 2014, Safeguarding, Mental Capacity Act and Health & Safety		AF/I
	Knowledge of Assistive Technology		AF/I
	Understanding of equal opportunities in service delivery and a commitment to respecting diversity and cultural differences		AF/I

Core Behaviours	Honest & Responsibility - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions	Interview
	Excellence - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	Achieving Together - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	Respect and Trust - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview
	Transparency and Simplicity - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview

	Leadership - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview
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Other Requirements	<p>A strong commitment to promoting the independence and empowerment of older/vulnerable client group</p> <p>Lead from the front and acts as a role model for professional standards</p> <p>Values Health and Safety and shows a commitment to ensure a safe working environment</p> <p>Accepting of change and the need to embrace new technologies and ways of working</p>		
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Compiled/Reviewed	Tracey Moorby
Date:	January 2025

