



# Job Description

Job title	Senior Sheltered Housing Officer	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing	Salary	SK12 (£37,467 per annum)
Location	Mix of home and office-based working	Contract	Permanent

## Main Job Purpose

Core areas of work include; Line Management for Sheltered Housing Officers, Caretakers and Sheltered Housing Cleaners. The purpose of the role is to support the Sheltered Housing Manager in the delivery of excellent housing and neighbourhood management services. Working across the neighbourhoods and communities of South Kesteven, assisting in the provision of excellent housing services by carrying out a range of duties focused on sheltered housing.

Ensuring that the older and vulnerable residents of sheltered housing can easily access housing management services and are supported and signposted to relevant external services where appropriate. The post-holder will supervise a number of part time cleaning staff. Acting as principle point of contact for people living in sheltered accommodation for a range of housing related issues, supporting Resident engagement.

This role is not politically restricted.

## Main Statement of Responsibilities

1. Under the supervision and direction of the Sheltered Housing Manager - working both reactively and proactively, delivering day to day housing management services to the older and vulnerable residents accommodated in sheltered housing, assisting tenants in sustaining their tenancies.
2. Providing regular 'surgeries' at sheltered housing schemes at which residents can raise matters of concern and seek advice; signposting to other services when appropriate.
3. Assisting in resolving identified problems, ensuring agreed tasks are actioned and providing appropriate referrals to other services.
4. Identify and report any concerns relating to Safeguarding; both in relation to vulnerable adults and in promoting the welfare of children and young people
5. Assist in upholding environmental maintenance standards in accordance with the grounds maintenance specification and in reporting to waste services and/or environmental health services
6. Assist in the response to any issues of anti-social behaviour or neighbour disputes; taking action as necessary and reporting concerns as required
7. Responsible, through a regular and frequent presence on site, for ensuring that the condition of the common parts of sheltered housing are in good order
8. Identify and report any concerns relating to Safeguarding; both in relation to vulnerable adults and in promoting the welfare of children and young people
9. Leading on liaison with Tenancy Services, Wellbeing Service, facilities management and repairs staff (with regard to matters of health and safety, cleaning and building security, etc.)



11. Assisting in the management of guest room and community room bookings, the residents fund and with the issue and control of suited key fobs.
12. Collect maintain and update the JONTEK system with residents information
13. Complete check ins and ensure workload planning and relevant cover of the service is maintained
14. Ensure all staff are trained on key policies and procedures and contribute towards ensuring performance against KPI's and taking any necessary action in order to achieve targets
15. Maintenance and installation of lifeline equipment including dispersed alarms and peripheral equipment
16. Maintains records of health and safety inspections, required works and works completed.
17. Lead on the review and development of sheltered housing policies and procedures
18. Undertake risk assessments including the testing of fire alarms and smoke detectors

## Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

### Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

### Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

### Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

### Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

### Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

### Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



**Flexibility**

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

**Person Specification**

**Relevant Experience, Skills and Knowledge**

**Essential**

- Evidence of successful partnership or multi-agency working
- Responds independently to unanticipated problems and situations.
- Uses a rational and disciplined approach to problem solving
- Ability to work with a diverse range of people including vulnerable customers
- Makes effective decisions as to when, how and why duties are to be carried out and has clarity about the desired outcomes.
- Analyses and interprets complex information to solve difficult problems or to develop new ideas or concepts
- Responds to customers' needs and learns from feedback to improve the customer experience
- Experience of working in a sheltered housing-related or other housing service environment
- Experience of direct dealing with members of the public, demonstrating a clear understanding of customer service standards
- Experience of working effectively within budgets
- Experience of contributing to partnership and multi-agency working
- Experience or a sound understanding of dealing with tenancy breaches and anti-social behaviour
- Knowledge of issues relating to the delivery of social housing management or other customer driven public services
- Clear understanding of the aims and objectives of Tenancy and Neighbourhood Management
- Good understanding of health and safety as it relates to sheltered housing and its common parts
- Experience of working in difficult situations including understanding the needs of vulnerable people
- Ability to meet deadlines

**Desirable**

- Experience of operating a range of IT systems



- Knowledge and use of dispersed alarms and monitoring arrangements
- Knowledge of telecare and telehealth

### Relevant Qualifications

#### Essential

- Good standard of general education (4 GCSE's A-C or equivalent)
- Current driving license

### Communication and Interpersonal Skills

#### Essential

- Effectively exchanges complicated or sensitive information with a range of people, orally and in writing
- Communicates effectively; able to persuade groups of people and to deal with differing points of view
- Able to deal with difficult situations in a calm and professional manner
- Ability to work as part of a team
- Able to inspire confidence
- Able to communicate complex messages in a simple and empathetic way to customer