

ELEANOR PALMER TRUST

Job Description for Housing Manager

Responsible to the Clerk to the Trustees

Responsible for the staff employed in sheltered housing by the Trust and for the wellbeing of the residents

Objectives of the post

- To manage the sheltered housing schemes in accordance with the governing instruments of the Trust, statutes and the requirements of the Charities Commission, the Tenants Services Authority, local authorities and contracting partners.
- To keep abreast of housing legislation and its relevance to the work of the Trust.
- To liaise with LBB and other relevant housing organisations on behalf of the Trust.
- To work with the Clerk in all areas of 'Housing' which includes all of the following aspects:-

HOUSING MANAGEMENT

- To keep under review the monthly maintenance charges, utility charges, and service charges in accordance with TSA and Almshouse Association requirements and recommendations, and report to the Clerk as necessary.
- Acknowledgement and processing of applications.
- Organising and carrying out home visits with the Clerk or other authorised staff member.
- Providing a home visit report for the Clerk to present to the Trustees.
- Maintaining and updating the Waiting List.
- Arranging vacant property viewings.
- Offering accommodation to suitable applicants from the approved waiting list in liaison with the Clerk.
- Notifying all unsuccessful or out of area applicants.
- Dealing with residents complaints and reporting to the Clerk.

- Provide the Clerk with a bi-monthly report for presentation to the Trustees outlining problems or health issues that residents have suffered, and any major property issues that have arisen.

PERSONNEL

- Act as Line Manager for the full-time housing scheme officers, relief housing scheme officer(s) and ancillary staff, liaising with the Clerk to the Trustees as appropriate.
- Assist the Clerk in the recruitment of staff
- Advise the Clerk on staffing needs
- Support the Housing Scheme officers and ancillary staff and carry out annual appraisals.
- Review the training needs of the Housing Scheme officers and ancillary staff
- Ensure all sheltered housing staff comply with policies and procedures and that an appropriate support service is provided to ensure residents' needs are being met.
- Provide supervision to all sheltered housing staff bi-monthly

MAINTENANCE

- Ensure that appropriate maintenance policies and procedures are in place with clear delegations of financial authority.
- Ensure appropriate maintenance and technical contracts are in place and up to date in order to ensure the Trust's properties are maintained to high standards;
- Keep a database of property maintenance requirements and those carried out, making use of the quinquennial survey as required.
- Keep an overview of maintenance expenditure and quality of work undertaken.
- Ensure that any maintenance or remedial work reported is carried out timeously and to the highest standards.
- Ensure that the gardens are well maintained.

OTHER DUTIES

- To provide the Clerk with the quarterly Supporting People Sheltered Housing Staff Rotas.

- To liaise with the Finance Officer concerning assisting residents who require help with Housing Benefit applications, and other government agency forms
- To supervise cleaning and lunch club staff and deal with all administration tasks relating to the Lunch Club.
- To collect maintenance invoices from the Clerk, check them and sign them off as accurate and complete, returning same. (Authorise works up to £400, but liaising with the Clerk as necessary).
- To maintain a petty cash float and provide to the Finance Officer the monthly petty cash book together with receipts.
- Provide to the Finance Officer the monthly figures in relation to the hours worked and any additional overtime figures for the relief housing scheme officer and the handy man.
- To monitor any spending and retain receipts to hand to the Finance Officer on a monthly basis, in connection with any spending on the Eleanor Palmer Credit Card.
- Organise the staff off duty rota, TOIL, sick leave, and holiday requests. Notifying the Clerk on a regular basis.
- To liaise with Barnet Central Control re: extra cover for the schemes during times of staff holiday, training and sickness.
- To arrange for 6 monthly residents details updates.
- In 2010 the TSA stated that an annual report had to be provided to all residents explaining the 6 TSA Standards and updating the residents on all the improvements that the Trust has made in the current year and future plans. This report must be drafted then forwarded to the Clerk to present to the Trustees, before circulation to the residents within required time limits.
- To produce the annual Sheltered Housing Residents Questionnaire, organise distribution to all residents, collate the results and provide a report for The Clerk to present to the Trustees.
- To update the 'CORE' system as and when new tenants move in. (This data is required for the TSA statistics).
- Update and circulate each month all changes on the sheltered housing contact list.
- Organise replacement keys, via the Wood Street office as and when required.
- Organised the London Almshouse Garden Competition and encourage the residents to participate. Liaise with the Clerk and the gardeners to ensure the community gardens are maintained to an acceptable standard.

- Meet with the Clerk and his PA each month to discuss all relevant issues, requirements, proposals etc.

CHANGES

- This is a description of the role as it is presently constituted. It is the practice of EPT to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.
- It is the Trust's aim to reach agreement on changes, but if agreement is not possible, the Trust reserves the right to insist on changes to your job description, after consultation with you.

PERSON SPECIFICATION - Sheltered Housing Manager

Attributes		Essential	Desirable
Professional practice/ Qualifications		<p>Good understanding of the entitlements and workings of housing benefit, support services and statutory services</p> <p>Housing Practitioner – Cert CIH of the Chartered Institute of Housing, or similar equivalent</p> <p>Knowledge of Health & Safety legislation</p> <p>Intermediate knowledge of Microsoft Windows, Outlook including email, Word and Excel</p>	<p>Knowledge of the standards of the Care Quality Commission</p> <p>Up to date First Aid certificate</p>
Planning and Control	Organisational skills	<p>Able to prioritise effectively</p> <p>Ability to meet deadlines</p> <p>Experience of crisis management</p>	<p>Knowledge of general time management</p>
	Operational requirements	<p>Experience of taking responsibility for monitoring, reporting and implementing corrective action in a residential scheme</p> <p>Able to demonstrate a good standard of numeracy</p> <p>Able to demonstrate previous experience of writing reports</p>	<p>Valid full driving licence</p> <p>Valid vehicle business insurance</p> <p>Experience of the assessment of care practice</p>
	Decision making		<p>Be able to demonstrate effective judgement about validity of care, staffing difficulties, evidence gathering and ethics</p>

Health & Safety		<p>Up to date knowledge of H&S legislation</p> <p>Up to date application of H&S practices</p> <p>Able to apply risk assessment practices</p>	
Interpersonal Skills	Teamwork	Able to demonstrate evidence of team building skills	
	Management of Diversity	<p>Demonstrate awareness and understanding of different values/cultures amongst residents and staff</p> <p>Recognise diverse and unique needs of each resident</p>	
	Effective communication	<p>Able to communicate effectively with different groups, e.g. staff, residents, local community</p> <p>Able to chair meetings with residents and their families effectively</p>	Able to demonstrate evidence of empathising with older people
	Leadership	<p>Able to apply different leadership styles as required, e.g. directive, supportive, coaching, training, delegation</p> <p>Able to demonstrate assertiveness skills when required</p>	
	Self development	<p>Evidence of keeping up to date with own professional development</p> <p>Willingness to undertake relevant training as required</p>	
Personal qualities	Mutual support	<p>Be aware of what support is required by individual residents</p> <p>Able to give encouragement and help when needed</p>	
	Communication skills	<p>Able to communicate clearly and to the point</p> <p>Adopts a general communication style that is warm and friendly</p>	

		Able to express ideas confidently	
	Interpersonal sensitivity	Ability to tailor style and service to meet individual residents needs Good at building rapport with residents, colleagues and other staff Exhibits a pleasant and professional manner	
	Judgment	Able to use effective questioning to gather necessary information Know when to involve others when a situation dictates	
	Team working	Happy when working alone or in a team environment Ability to promote harmony within the team	