

JOB DESCRIPTION

TITLE: Sheltered Housing Officer

POST NO: 020661405P

DEPARTMENT: Housing Landlord

DIVISION: Sheltered Housing

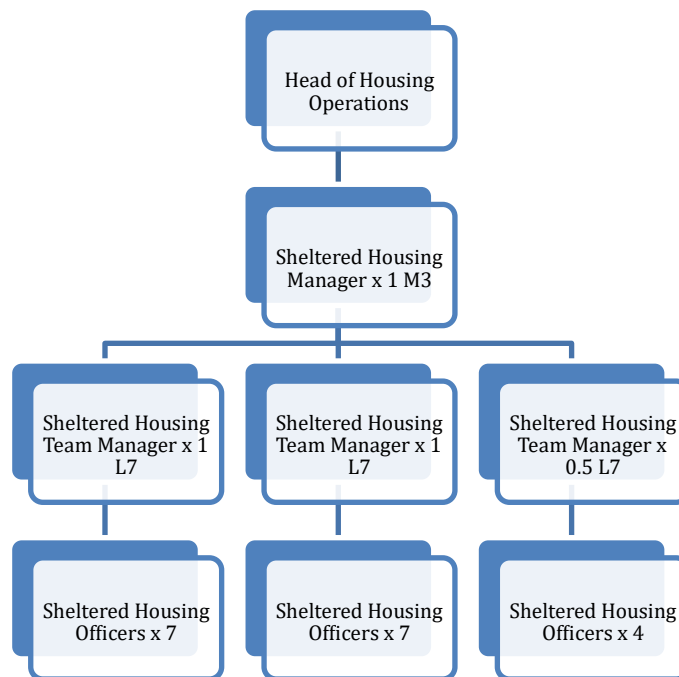
RESPONSIBLE TO: Sheltered Housing Team Manager

GRADE: L5

PURPOSE OF THE POST

Responsible for the delivery of an effective and highly efficient sheltered housing and tenancy management service. This will include providing support to service users with the aim of maintaining their maximum independence in sheltered housing and the wider community, through assessment and support for their health and wellbeing as well as the for their changing needs through appropriate support services and assistive technology.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

- 1 Responsible for the tenancy management of a patch of sheltered housing units and dispersed properties in the wider community and enquiries from the associated tenants, next of kin and support agencies. Ensure that all performance standards are met. Consult with the appropriate emergency services, other agencies and relatives and provide assistance and support to tenants until such help can be obtained. Liaise with carers, health care professionals and Adult Social Care Officers as well as other relevant services to ensure tenants receive an appropriate level of care that enables tenants to maintain their tenancy. Ensure appropriate arrangements are in place for tenants that are discharged from hospital. Deliver a customer focused service at all times. 15%
- 2 Maintain accurate records of each resident with all key information and maintain records of all interactions in line with procedure and on the Council's IT system. Regularly review tenants needs and undertake visits, inspections, tenancy audits, whilst maintaining accurate and timely records and ensuring that tenancy conditions are adhered to at all times. Ensure that property conditions are maintained at a high standard and, where issues are identified on audits and other visits, working with other services, e.g. BTS and Adult Social Care as and when necessary to ensure that appropriate action and support can be applied. Work with and support service users by promoting independence and ensuring appropriate relationship boundaries are adopted at all times. Assist tenants in dealing with issues that they may face including drug and alcohol abuse, mental health issues and hoarding. Make safeguarding referrals where required. Attend case conferences, providing information and reporting as needed and requested. 15%

- 3 Deal with tenancy breaches including antisocial behaviour and tenancy fraud according to procedures and legislation. For all legal action as necessary take and prepare statements, prepare and serve notices for court, attend court hearings and carry out evictions. Ensure that records are kept accurate and up to date and in line with procedures. Make any referrals necessary, including to the ASB team where necessary. Support the housing income team by carrying out visits, providing advice, and serving legal documents as necessary. Prepare statements and attend court and evictions on income cases, and other non-ASB cases as necessary. 10%
- 4 Communicate clearly and effectively with a variety of people including service users, team members and other services and agencies with the essential ability to listen to their views using verbal skills as necessary to achieve positive outcomes. Facilitate and chair tenants meetings. Maintain a knowledge of law and best practice regarding the management of sheltered housing to be able to advise tenants and others as necessary. Mentor and support less experienced staff. Serve as a point of contact and intermediary for services who attempting to support tenants in maintaining their health and tenancies. 15%
- 5 Assist ATS in the promotion and delivery of an effective service in the area of assistive technology. Assist in the provision of scheme activities and encourage tenant involvement with the assistance of the Tenant Participation team. 10%
- 6 To assist the allocations process through administering incoming referrals by visiting and assessing potential and current service users, completing Needs Assessments and following through any identified risks. To carry out accompanied viewings and sign ups, tenancy audits and exit interviews with tenants. Make and attend planned appointments with prospective tenants to view assigned properties and complete all associated documents/agreements for proposed sign up. Ensure that tenancy notice and terminations are managed efficiently with a view to minimise rent loss. Liaise with Housing Needs in appropriate cases. 10%
- 7 Ensure the proper and safe use of the scheme, store rooms, equipment, furniture and fittings and report repairs and routine maintenance issues to the appropriate departments. Carry out proactive monitoring of internal and external communal areas, and services provided to them across all LBC stock to assist in meeting of service standards, statutory obligations, health and safety, fire safety, performance targets, customer satisfaction and value for money. Work with partners to ensure schemes are kept clean and safe, including initiating corrective action, carrying out visits, issuing warnings and fixed penalty notices to residents where appropriate and gritting main entrances and exits when necessary. 10%
- 8 Positively contribute to team working, attend staff meetings, provide input into ways to improve the service and commit to attending all identified 5%

training. It will be the individual's responsibility to ensure cover is in place for planned annual leave (in and out of hours) or in line with service commitments.

- 9 Promote, facilitate, support activities and develop community and 5% customer involvement in order to continually improve social inclusion, health and wellbeing. Ensure short term support in cases of, for example, hospital discharge or bereavement, where support

mechanisms are not in place to assist with simple things such as

essential shopping supplies, a meal or drink or turning heating on and to

partake in a standby out of hours service as a monitoring and responding officer to ensure a seamless service is provided.

- 10 Work flexibly as required. Provide support in emergency situations for 5% functions such as delivery of letters to customers, removal of rubbish and carry out spot cleans in cases where this will resolve an issue quickly and effectively. Assist in the running of emergency assistance centres.

DIMENSIONS:

Supervisory Management: N/A **Financial Resources:** N/A **Physical Resources:**

Other:

CONTEXT:

The post holder will provide tenancy and sheltered housing management customers in sheltered housing and the wider community whilst allowing the customers to retain their independence.

This support will include undertaking tenancy management including enforcement action, supporting customer needs and referring to and liaising with local authority services, contractors and families in relation to customer's health and welfare requirements.

Working as part of a team the post holder must ensure that service delivery is available at all times to customers in each of the 22 schemes and to those living in the wider community, this includes ensuring there is cover if they themselves are unavailable.

The post holder must be prepared to work closely with other services to ensure that all support and health and wellbeing services are delivered efficiently and effectively.

Participate in the standby out of hours rota and potentially in the running of emergency assistance centres located within the schemes.

Ensure that all LBC corporate and local procedures are complied with.

Confidentiality and Data Protection must be adhered to at all times.

Working to the Centre of Housing Studies Code of Practice

Physical Effort:

Some exposure to emotional strain such as dealing with vulnerable people with deteriorating health, death and bereavement. (This includes dealing with the emotional strain of self, colleagues, family members and friends).

Working Environment:

Occasional contact with bodily fluids for which protective clothing and equipment is provided. Frequent contact with customers with varying medical conditions, i.e. minor ailments such as arthritis to varying degrees of dementia and ailments which may impact on the condition of tenant's properties.

The post holder may be subject to the occasional outburst of physical and verbal aggression or violent outbursts from customers and visitors for which training and support is provided.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates. Critical

(C):- essential criteria which must be met

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Experience of working with older people in an older person's environment	1, 2	Experience of undertaking inspections of buildings including health and safety and repairs.	1, 2
	Experience of lone working and working with external agencies and caring services associated with the support of vulnerable adults	1, 2		
	Experience of tenancy management including nuisance and antisocial behaviour and taking enforcement action.	1,2		

Skills/Abilities	Able to ascertain the support needs of tenants, to act accordingly in notifying others and to provide appropriate support.	1,2		
	Able to use and manipulate various software packages.	1,2		
	Able to write concise and factual reports.	1,2,3		
	Good communication skills:			
	• Able to communicate effectively with a wide range of people including service users, members of the public, service providers and a variety of professionals. • Able to deal with others calmly when confronted with sensitive and/or emergency situations.	1, 2		
	Able to use resources effectively and efficiently.			
	Able to manage time and workload effectively.	1, 2		
Equality Issues		1, 2		
	Able to understand and recognise the different cultural needs of people from minority ethnic groups within a caring context. Able to demonstrate an understanding of the effects of discrimination on service delivery and the people you are working with.	1,2		

Specialist Knowledge	Knowledge of current housing legislation, regulations and practice including knowledge of housing issues, needs and operations Knowledge of housing management, welfare reform, benefits, debt and counselling and supporting and sustaining tenancies.	1,2,3,5 1,2,3		
Education and Training	Member of the Chartered Institute of Housing, or equivalent qualification or equivalent experience, or able to work towards this.	1,2		
Other Requirements	The flexibility to adapt to changing workload demands and new organisational challenges and a willingness to consult colleagues and to work as part of a team. Able to undertake working shift patterns and participate in an Out of Hours Standby Rota Full valid driving license, business insurance with access to own car to travel to all sites across the Borough in any 24 hour period. Willingness to undertake further training as service requires.	1, 2 1, 2 1, 2, 4 1, 2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018).

