



Ipswich Borough Council Job Description: **C79**

Scheme Manager

Main Purpose of Job

To effectively manage the day-to-day operation of the sheltered scheme and to co-ordinate the services, which are necessary for this, working as part of a team. Enabling tenants to maintain their independence, self-esteem, and quality of life.

Main Duties

1. To effectively manage a sheltered housing scheme, maintaining daily informal contact with tenants, to monitor their needs and state of health, notifying others, including agencies (e.g. Family members, GP's, Social services) when appropriate. Assist in delivering this service by providing cover for other schemes when necessary (e.g. covering holidays/sickness etc).
2. Responsible for the housing management duties of the scheme including dealing with and the reporting of rent enquiries, repairs and renewals, voids, health, and safety issues. To liaise with other members of Council staff to achieve this.
3. Monitor the progress and performance of repairs, voids (taking into account IBH void targets) and budgets for the scheme using pc systems available for the tasks.
4. To liaise with tenants, potential tenants and other relevant bodies regarding the compatibility of sheltered accommodation. Give and seek advice on benefits available (e.g. Housing Benefit).
5. To maintain and update scheme records including TV licences, and the 'red folder' unique to the sheltered scheme. To maintain confidential tenant records, scheme diary and guest room bookings. Participate in case conferences when required. Promote adherence to principles of good practice for the Sheltered Housing Services including tenant participation, consultation, independence, autonomy choice, rights and "Home for Life" principles.
6. Deal with tenants, outside agencies and public enquiries in a professional manner treating people with dignity and respect, ensuring confidentiality, and promoting equal opportunity and anti-discriminatory practice.

7. Give guidance and supervision to Ipswich Borough Homes' Cleaners ensuring high standards of cleanliness and hygiene of communal areas.
8. Assist the Sheltered Housing Manager and Team Leaders in the setting, monitoring and ongoing improvement of standards for the delivery of the Sheltered Housing Service, to include dealing with tenant complaints and suggestions, under the direction of the Sheltered Housing Manager.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	CIH Level Three or the willingness & ability to study for the qualification or three years' experience working in a similar field.	National Wardens Certificate or equivalent	Documentation
Work related experience	Working with or for the elderly Capable of working effectively without day-to-day supervision	 Current First Aid Certificate Basic staff supervision experience	Application Form/Interview Application Form/Interview Documentation Application Form/Interview
Other relevant experience	Experience of dealing with complex situations and providing effective solutions	 Ability to grasp complex procedures Awareness of Health & Safety issues	Application Form/Interview Application Form/Interview Application Form/Interview
Specialist knowledge	Evidence of tact & discretion in dealing with confidential or sensitive matters Ability to produce simple written reports	 Ability to advocate for client groups Knowledge of wider aspects of social housing	Application Form/Interview Application Form/Interview Application Form/Interview

Job related skills	Able to demonstrate sensitivity to the needs of others. Flexibility with regard to working hours Ability to communicate effectively & deal with complex situations whilst under stress Methodical & attentive to detail Ability to promote tenant participation with client group	Ability to contribute towards project work affecting sheltered housing Ability to recognise basic symptoms of ill health & be aware of appropriate action to follow Experience in using Microsoft Word/Excel systems	Application Form/Interview Application Form/Interview Application Form/Interview Interview Application Form/Interview
Personal skills	Understand & empathise with client group, their needs & activities Experience of engaging & dealing with people from a diverse background		Application Form/Interview Application Form/Interview
Special working conditions	Enhanced Baring Service check required Valid driving Licence		Interview/Application