

Housing & Property Department

- Sheltered Housing Officer 20 hrs. P/W - Pay Band 7, SCP 14 – 18 (£21,779 - £26,636) Pro rata

If you are passionate about providing a high quality service, support and care service to residents to enable them to live independently, then do not hesitate to apply for this role. You will use your experience, empathy and understanding of elderly people's needs, and problems, acting in a 'good neighbour' capacity to residents. You will be required, as part of the role, to participate on the Standby Rota (1 in 4).

Candidates must have previous experience of working with elderly people in a similar environment and have an interest in their welfare.

An application pack can be obtained from the HR Department on 696455, downloaded from www.douglas.im or collected from the Henry Bloom Noble Library, Douglas. The closing date for the receipt of completed applications is 5.00 pm, Wednesday, 27th March 2019.

MISS K J RICE, CHIEF EXECUTIVE, Town Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD

**PUBLIC SERVICE COMMISSION MANUAL & CRAFT WORKERS
MEMORANDUM OF AGREEMENT 2015
JOB OUTLINE**

DEPARTMENT: Housing & Property

SUB-SECTION: Sheltered Housing

DESIGNATION: Sheltered Housing Officer

REPORTS TO: Assistant Housing Manager (Services)

TERM: Permanent

HOURS OF DUTY: 20 hours per week
Monday – Friday 9.00 am – 1.00 pm

STANDBY: Participate in the Standby Service on a rota basis (1/4 weeks).

GRADE: Pay Band 1 SCP 14-18 (£21,799 - £26,636) Pro rata

INTERDEPARTMENTAL WORKING:

All staff employed in the Sheltered Housing Complexes will be interchangeable within and between complexes provided such duties are deemed to be within the competence of the employee as assigned to you by the Assistant Housing Manager (Services) or the Housing & Property Manager.

MAIN PURPOSE OF THE JOB

Work within a dedicated team providing support services to tenants and other services both within the Sheltered Housing Complexes and the wider community. Respond to residents as a good neighbour / friend striking a balance between delivery of support and encouraging independence. Promote tenant independence within an assisted framework and maximise social inclusion health and wellbeing and also facilitate and co-ordinate appropriate client support services to the tenants. Provide excellent customer care in accordance with the Council's policy and procedures and current best practice.

SUMMARY OF RESPONSIBILITIES OF THE POST

1. Welcome and assist new tenants to settle in by introduction to other residents and facilities. Encourage good neighbourliness amongst the tenants and with other groups in the wider community.
2. Make contact with all tenants on a daily basis, or as required, in consultation with tenants, and monitor their overall wellbeing as well as assess their needs and where necessary, refer to/liase with other agencies and/or with family.
3. Review and re-assess needs regularly through support planning, referring where appropriate. Ensure each tenant has a support plan reviewed at appropriate intervals.

4. Respond to emergency calls from tenants and summon appropriate assistance during emergency situations.
5. Carry out testing of call systems, fire alarm systems and ensure fire detection and fire fighting equipment is maintained satisfactorily. Ensure tenants are aware of the alarm systems and evacuation procedures in case of fire.
6. Responsible for security, risk assessment and fire risk assessment within the Complex.
7. Undertake initial response to failed on site equipment to affect repair or report for maintenance contractor visit.
8. Liaise with housing management staff in respect of tenant enquiries, complaints, repairs and renewals. Provide an effective liaison between tenants and the Assistant Housing Manager (Services).
9. Maintain up to date, accurate records on all tenants names, addresses and telephone numbers of emergency contacts.
10. Brief any relief sheltered housing officer on all aspects of service provision within the Complex.
11. Establish regular contact and maintain a good working relationship with external statutory and voluntary agencies.
12. Provide additional support if required to the Emergency Alarm Call System operator in instances that may be out of their control, to ensure the calling tenants' needs are met and the building is secure.
13. Report repairs oversee maintenance and monitor progress as required. Maintain a daily record of checks / inspections / operation of the Complex.
14. Supervise the cleaning staff ensuring high standards in all areas and that assistance with the removal of refuse to the wheeled bins is available to tenants as required. Ensure areas of communal use are safe, secure and well lit.
15. Responsible for the security of the building(s) and enquire the business of any unauthorised persons providing access only when identity has been confirmed.
16. Maintain Visitor Room bookings and payments in accordance with laid down procedures.
17. Respect individual tenants' privacy and as appropriate facilitate their social inclusion through arranged social events.
18. Promote and encourage tenant participation in social activities. Establish and maintain productive links with the local community. Encourage (with consultation with the tenants) full use of communal facilities assisting with the organisation of social activities.
19. Maintain and monitor records relating to transfers and terminations, process paperwork as required in accordance with agreed policy and procedure to include ensuring keys and paperwork are forwarded to the Housing Department within agreed timescales.

20. Attend meetings with tenants on a regular basis and liaise with other Sheltered Housing Officers on a professional basis.
21. Undertake accompanied viewings with prospective tenants.
22. Identify training needs and assist with disciplinary and / or grievance procedures as required and conduct return to work interviews as necessary.
23. Total compliance with the Council's no-smoking policy.
24. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
25. Compliance with the provisions of the Isle of Man Data Protection Act 2002, the Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.
26. Responsible for the health and safety of the staff of the Complex and for the safety of the public and other staff who come into contact with any aspect of the Complex and the duties being undertaken.
27. Participate fully in discussions relating to any changes deemed necessary to the job outline reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
28. Such other duties within a similar level of responsibility as may from time to time be required by the Assistant Housing Manager (Services) or Housing & Property Manager.

| SKILLS REQUIRED | Essential (E) Desirable (D) |
|---|--|
| Minimum of 3 years' experience of working with older people in a care type environment. | E |
| Knowledge of the needs of older people and of statutory and non-statutory bodies that provide help to older people. | E |
| Considerate attitude towards older people with the ability to communicate clearly and sensitively with service users. A strong customer care focus. | |
| Ability to work on own initiative without supervision as well as the ability to develop good relationships with colleagues (internal and external). | E |
| Good organisation, telephone and communication (written and oral) skills. Ability to maintain confidentiality. | E |
| Ability to deal calmly with emergency situations. | E |
| ICT literate. | E |
| A full clean valid driving licence. | D |
| Current First Aid Qualification or the willingness to obtain it within the first year of employment. | E |
| Ability to provide a flexible and committed approach to working hours and patterns when required | E |
| Basic report writing skills. | D |
| Ability to organise community activities/social functions. | D |
| Political sensitivity | D |

RESOURCES THE JOB OCCUPANT IS RESPONSIBLE FOR

- Security and charge of the main buildings, a significant resource.

CONTACTS THE JOB OCCUPANT MIGHT ENCOUNTER

- Tenants and tenant's families
- Other local authority, government and health service employees
- Members of the public

SUPERVISION

Yes, regular detailed direction (up to 5)

HEALTH

Physically fit with the ability to climb stairs

TRAINING

Training provided as is necessary (gaining of a First Aid Certificate essential)

DOES THE OCCUPANT WORK ALONGSIDE THE PERSON HE/SHE REPORTS TO?

No

NOTES: the Sheltered Housing Officer will not:

- Administer medicines
- Carry out any nursing duties
- Collect pensions
- Pay Residents bills or handle any other financial affairs
- Accept gifts, favour of hospitality
- Go shopping for Tenants
- Carry out any type of domestic duty such as cooking or cleaning
- Gain access to any tenant's accommodation in their absence without being accompanied by another person

Signed _____ (Employee)

Signed Line Manager _____

Signed Chief Officer _____

Date _____

Evaluation (date) **N/A**

Date (updated) **12/14**