

## HAMMERSMITH UNITED CHARITIES

### JOB DESCRIPTION

**Post Title:** Scheme Manager

**Responsible To:** Head of Housing & Property

**Supervises:** Cleaners, Contractors

**Liaise with:** Residents, Colleagues in Hammersmith United Charities, Trustees, Visitors, contractors and external statutory and voluntary agencies.

**Hours of Work:** 9am-5pm Monday to Friday based at one of the Charity's two Almshouses (sheltered schemes for older people). The post holder will be required to cover holidays and sickness for colleagues (other Scheme Managers).

**Location:** Sycamore House (W6 0AS) and John Betts house (W12 9NJ)

**Purpose of the role:** The Scheme Manager is the first port of call for all residents and they are the face of the Charity. To be responsible for the day to day management of the sheltered scheme by providing a professional housing management and support service, which recognises the individuality and independence of residents. To represent Hammersmith United Charities and act as a catalyst to bring services to residents and to integrate the Almshouse into the community.

### Core Duties and Responsibilities

- To be on duty during the prescribed hours and undertake management duties relating to the residents and the almshouse as directed by the line manager.
- Report any safeguarding concerns to your line manager. Support your line manager to monitor safeguarding cases and liaise with external agencies such as the local authority, carers, GP, hospital and residents next of kin.

### Provision of Support to Residents

- Ensure that a consistently high quality of service is provided to residents at all times.
- Make daily welfare checks and contact with all residents, either personally or through the emergency call system. Respond to all calls received through the emergency call system or otherwise and take follow up action.
- Act as a facilitator on behalf of residents to ensure that they receive a good repair and maintenance service, the care and support services they require from statutory and other bodies.
- Ensure that all residents have up-to-date information regarding Hammersmith United Charities and the local community, e.g. contact addresses and

telephone numbers of chemist, GP and advice centre; activities at the day centre; local club activities and outings.

- Provide welfare benefits information on an on-going basis and put residents in contact with the relevant bodies. If requested to do so by the resident, liaise with these bodies on their behalf.
- Recognise the care and support needs of the residents and take appropriate action including liaising with the relevant statutory and/or voluntary bodies, relatives or friends. Any such action should normally only be taken with the resident's consent. Where a resident does not consent, but is thought to be at risk, similar action may be taken with authorisation of the line manager.
- Act as Hammersmith United Charities' representative at case conferences or other meetings involving residents' and potential residents' care plans.
- Continually monitor the appropriateness of care and support services for residents and consult and liaise with on-site and/or visiting care staff as appropriate. Accurate records of action taken should be maintained.
- Liaise with head office and external organisations, on behalf of residents.

### **Community Development**

- Promote social activities on and between the schemes and encourage the wider community to use any facilities provided.
- Promote and assist with the setting up of care initiatives (e.g. shopping services, lunch clubs, cleaning services) on the almshouse and the provision of services to the wider community; (where appropriate).
- Actively promote and encourage resident participation in line with Hammersmith United Charities' strategy. In particular, encourage the participation of residents in Residents' forums of all kinds.

### **Training Requirements**

- Attend all career development training, courses and meetings when requested to do so by the line manager;
- If required, participate in the training of other scheme managers and offer support to them during their probationary period.
- To assist with the induction and training of other staff and trustees.
- Attend scheme managers' meetings and courses as required.

### **General Duties**

- Be aware of the content, and comply with, the organisation's policies and procedures applicable to the post.
- Be aware of national policies affecting housing, support and health issues for older people.
- To comply with Health and Safety requirements in accordance with the Charity's Policy.
- To comply with and promote the Charity's Equal Opportunities Policy.

### **Management Duties**

- To be on duty during the prescribed hours.
- Ensuring that all records are maintained accurately and clearly, including residents' records, maintenance contractors, social services and housing contacts.

- Assisting with the lettings process: verifying that applicants meet the eligibility criteria and keeping in communication with future residents as appropriate.
- Undertaking home visits to applicants in accordance with the Charity's procedures.
- Inducting new residents in accordance with Hammersmith United Charities' procedures.
- Arrears management: the finance team are responsible for producing regular monthly Weekly Maintenance Contribution/Heating Statements for residents and for identify the accounts that are in arrears. The Scheme Managers will liaise with the respective residents helping them to manage their accounts.
- Advise residents and their relatives of tenancy termination procedures.
- Upon receipt of notice of termination, inspect properties and initiate redecoration and repairs, in accordance with Hammersmith United Charities' guidelines, with the aim of re-letting vacant dwellings as quickly as possible.
- Assist in the marketing and promotion of Hammersmith United Charities within the community to ensure vacant dwellings are re-let as soon as possible.
- Liaise with Social Services, Health Authorities and Local Authorities for the benefit of residents.
- Responsible for co-ordinating and organising day to day repairs in accordance with the Charity's procedures.
- Be responsible for considering issues of security at the almshouse and report any incidents.
- Assist with the recruitment of staff if necessary;
- Supervise the cleaning and maintenance of the scheme.
- Order supplies as necessary and appropriate for the almshouse in accordance with financial guidelines.
- Ensure that the inventory for the almshouse equipment and furnishings is maintained and updated.
- Responsible for Budget: to be responsible for the petty cash float and income from guest flat. To provide information on an annual basis on the budget requirements as requested.

#### **Other Duties**

- To undertake other duties as directed by the Head of Housing & Property commensurate with the post.

## Person Specification

<b>Experience</b>	
A minimum of three years' experience of delivering independent living accommodation for older residents.	Essential
Experience and knowledge of promoting equality, diversity and safeguarding.	Essential
Effective Communication – telephone / face to face liaison with a variety of organisations	Essential
Literacy ability to write basic reports and maintain accurate records	Essential
Knowledge of and experience of dealing with statutory bodies – social services housing benefit offices	Essential
Ability to organize a workload and prioritise tasks	Essential
Understanding of Older People and their needs	Essential
<b>Skills</b>	
Accurate record keeping	Essential
Remains calm in dealing with emergency situations and making sound decisions for an appropriate course of action	Essential
Ability to work with minimal supervision	Essential
Customer Care	Essential
Mediation skills – resolves problems, assessing individuals needs empathising with residents.	Essential
Organisation able to monitor delivery of services to residents	Essential
Administrative skills	Essential
Resourceful in promoting communal activities	Essential
Computer literate	Essential
<b>Qualifications</b>	
Satisfactory education up to GCSE standard	Essential
National Wardens Certificate	Desirable
Willingness to train for National Wardens Certificate	Essential
<b>Personal Competencies</b>	
Decision making	Essential
Time Management	Essential
Confidentiality	Essential
Reliable	Essential
Calm and caring	Essential
Able to work in a flexible manner	Essential