



**Job title:** Scheme Manager  
**Reports to:** Head of Housing & Property  
**Location:** Sycamore House / John Betts House  
**Salary:** £29,643.00 (May 21)

### Job Context

**Supervises:** Cleaners, Contractors

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

**Hours of Work:** 37.5 hours per week 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). Occasional out of hours work.

### Job Purpose

To be responsible for the day-to-day management of the almshouse 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.

### Key Responsibilities

#### Core Duties and Responsibilities

- Ensure that a consistently high quality of service is provided to residents at all times.
- Make daily 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.

#### Provision of Support to Residents

- Act as a facilitator on behalf of residents to ensure that they receive 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.
- Ensure that all records are maintained accurately and clearly, including
  - residents' records.
  - maintenance records.
  - social services information.
  - housing contacts.
- Liaise with Social Services, Health Authorities and Local Authorities or other organisations for the benefit of residents.
- Liaising with the Head of Housing regarding complex cases within the almshouse.
- Monitoring and addressing issues relating to the general conduct of residents in line with the Charity's Policy and Procedures.
- Liaising with residents to address neighbour disputes and/or anti-social behaviour in partnership with other agencies and the Head of Housing.

### **Health and Safety**

- Ensure the health and safety of residents and visitors to the almshouse by:
  - Completing and maintaining resident records.
  - Regularly testing emergency systems as required by HUC's policies and procedures.
  - Welcoming and instructing new residents in the proper use of all health and safety equipment and evacuation procedures.
  - Supervising the security and safety of the almshouse buildings and on site services.
  - Regularly inspecting communal areas, facilities and equipment and reporting any repairs or replacements required.
- Checking the identity of contractors and maintaining a record of work completed at the scheme and reporting any issues to Head of Housing.



- Report residents' repair issues to HUC's contractor(s) and follow up on progress.
  - Controlling the temperature of heating in communal areas.
  - Be responsible for considering issues of security at the almshouse and report any incidents.

### **Finance/budget**

- Collect, reconcile, receipt and bank money received for
  - Weekly Maintenance Contribution (WMC)/Heating charge.
  - Use of the guest room.
  - Other charges collect in line with charity's policies and procedures.
- Maintain an up-to-date TV licence for the scheme including completing the application process and collecting payments.
- Review resident Weekly Maintenance Contribution (WMC)/Heating Statements with support from HUC internal teams and take appropriate action to reduce arrears.
- Liaise with the respective residents helping them to manage their accounts
- Order supplies as necessary and appropriate for the almshouse in accordance with financial guidelines
- Be responsible for the petty cash float and income from guest flat.
- Provide information on an annual basis on the budget requirements, as requested.
- Review, sign off and process invoices for completed works within the almshouse.

### **Community Development**

- Positively promote a good community spirit and resident participation by:-
  - promoting the use of communal facilities
  - enabling residents to organise events
  - promote social activities on and between the schemes.
- Work in partnership with HUC's internal Teams and relevant external organisations to arrange events that could include the wider community.
- 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.

### **Management Duties**

- Be on duty during the prescribed hours.
- Supervise the cleaning and maintenance of the almshouse



- Support the process of advertising and finding potential new residents for the almshouse including
  - advertising vacancies with support from internal HUC teams.
  - assess eligibility.
  - carrying out home visits to prospective residents.
  - supporting potential residents with the interview process.
  - signing up new residents in line with the charity's policy and procedures.
- Manage voids with in the almshouse,
  - Manage end of licence agreement arrangements,
  - Liase with HUC void contractors regarding inspections and works being undertaken.
  - advise residents and their relatives in regard to terminating a licence agreement and procedures relating to this process.
- Assist with the recruitment of staff if necessary.
- Ensure that the inventory for the almshouse equipment and furnishings is maintained and updated.

### **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.
- Assist with the induction and training of other staff and trustees.

### **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.
- Comply with and promote the charity's Equal Opportunities policy.

### **Other Duties**

- Provide cover for Scheme Managers at other HUC sheltered housing schemes as required.
- Undertake other duties as directed by the Head of Housing & Property commensurate with the post.



## Person Specification

<b>Knowledge and Experience</b>	
Managing a sheltered housing scheme or other experience of working with older people	Essential
Working with statutory services such as Adult Social Services, GPs and Benefits departments to improve outcomes for older people	Essential
Working independently in a busy environment with responsibility for prioritising and managing own workload	Essential
Creating and promoting a wide range of communal activities to support the wellbeing of residents	Essential
Working effectively and collaboratively as part of a small team	Desirable
Managing difficult situations to achieve positive outcomes eg safeguarding issues	Essential
Current working knowledge of good safeguarding and health and safety practice in a housing environment	Essential
<b>Skills</b>	
Effective verbal and written communication skills in English with a variety of different people and organisations. Able to keep accurate records.	Essential
Ability to work with minimal supervision	Essential
Offer excellent care to residents and take a person-centred approach	Essential
Excellent mediation skills, able to work with residents to forge positive relationships within and outside of the HUC community	Essential
Computer literate, competent on Microsoft Office applications	Essential
Numerate, able to manage a simple budget	Essential
Ability to work collaboratively with a wide range of people and agencies to achieve positive outcomes for residents	Essential
<b>Qualifications</b>	
Satisfactory education up to GCSE standard	Essential
Health and Social Care qualifications	Desirable
Housing Qualifications	Desirable
Willing to work toward Health and Social Care qualification or a Housing qualification	Desirable
<b>Personal Competencies</b>	
Good judgement and robust decision making	Essential
Excellent time management	Essential
Able to maintain confidentiality	Essential
Reliable	Essential



Calm, caring and empathetic, including in emergency or challenging situations	Essential
Able to work in a flexible manner and cope with change	Essential
Professionalism, behave with respect and courtesy at all times	Essential

This is a description of the job as it is presently constituted. It is the practice of Hammersmith United Charities 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 Hammersmith United Charities' aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.



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