

Job Description



Job Title: Sheltered Housing Officer	Service Area: Sheltered Housing	
Directorate: Inclusive Economy and Housing	Post Number: 30824	Evaluation Number: 3692
Grade: Scale 6	Date last updated: November 2019	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To provide a high quality supported housing service by providing support, assistance and reassurance to older, disabled and vulnerable residents thus helping them to live independently.

To assist with the continuing development of the service, by working in close collaboration with residents, customers and partnering agencies.

To ensure the highest standards are maintained when representing the Council and respect the diverse nature of our clients and external partners.

Job Context

The post holder reports to the Sheltered Housing Team Leader.

1. The post holder has no line management responsibility.
2. The post holder has no budget responsibility.

3. The post holder will be part of a team providing a seven day a week service and will be required to work on a rota system. This will include working weekends, public and bank holidays. In addition, in emergency situations, staff may be required to report for work when off duty.
4. The post holder will work alone and unsupervised when visiting individual residents.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To maintain regular contact with residents to identify and report any issues relating to their health and wellbeing by undertaking daily welfare rounds.
2. To regularly update resident information on Newham Network Telecare Services computerised monitoring system and liaise with the team to ensure that they are aware of resident absences and cover requirements for the schemes.
3. To regularly complete general administrative duties including updating information and statistical information on the scheme within set timescales.
4. To assist residents to claim housing benefit and other welfare benefits to ensure that they have the right income with which to pay rent & service charges. This includes completing forms & submitting them on the client's behalf.
5. To provide advice on budgeting and to make referrals to external agencies who can support clients with money/debt problems.
6. To complete regular inspections of both tenanted and void properties to ensure that any repairs are reported and ensure that tenants are complying with their tenancy conditions.
7. To report anti-social behaviour, nuisance issues or breaches in tenancy conditions, including liaising with advocates, family, compliance officers, social services and police.
8. To regularly test the communal fire alarm and Telecare alarm system in communal area's and individual properties.
9. To respond to alarm calls and arrange assistance as appropriate and to deal with emergencies, illness and death including contacting residents' relatives.
10. To observe and ensure compliance with Health & Safety Procedures including Fire Safety and completing and updating required documentation e.g. risk

assessments, personal centred fire risk assessments, personal emergency evacuation plans etc. when required

11. To ensure that new tenants or prospective tenants are welcomed and shown the properties and facilities available, including any regular activities and events.
12. To maintain close links and to liaise with doctors, emergency services, domiciliary services, district nurses, social workers, care staff and a range of other agencies to ensure that an integrated service is considered at all times.
13. To liaise and develop links with Community Groups and other outside agencies with a view to developing wider interest in the sheltered housing scheme, in their activities and facilities.
14. To encourage and assist residents with organising, planning and implementing activities and services using the communal facilities.
15. To encourage attendance and participation at events held outside of the scheme, including those at other sheltered schemes.
16. To participate in and contribute to training and development activities as necessary to ensure up to date knowledge, skills and continuous professional development.
17. To provide and receive complex and sensitive information on individual clients in accordance with the Data Protection Act and complete general administrative duties.
18. To complete annual support plans and six monthly reviews within set timescales and to follow up on any actions necessary.
19. To ensure the cleanliness of the scheme communal area's is maintained by ensuring that the cleaner/s completes their daily duties to a high standard. Any issues that arise concerning the cleaner are to be reported to their line manager.
20. To maintain the security of the accommodation, including controlled access to the premises and where necessary escort contractors and visitors to the scheme ensuring that they are genuine and have a legitimate reason to be there.
21. To undertake any other duties those are commensurate with the role and responsibility of the post and if necessary provide these duties from different locations.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <p>To demonstrate good computer literacy, accuracy and attention to detail.</p> <p>To be fully conversant with the aims and objectives of Sheltered Housing & Telecare.</p>	<p>Application Form / Test</p> <p>Application Form / Interview</p>
<p>EXPERIENCE:</p> <p>Experience of working in a sheltered housing environment.</p> <p>Experience of working with or caring for vulnerable older people and those living with long term disability.</p> <p>Experience of using computerised</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview / Test</p>

<p>systems and software e.g. Microsoft word, excel.</p>	
<p>SKILLS AND ABILITIES:</p> <p>Ability to concisely summarise actions and outcomes from alarm and telephone calls.</p> <p>Excellent customer service skills demonstrated by the ability to deal tactfully and diplomatically with people from all backgrounds/cultures verbally and in writing.</p> <p>Ability to take notes of meetings and transpose them into comprehensive minutes of meetings.</p> <p>Ability to work on own initiative with minimum supervision.</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p>PERSONAL STYLE & BEHAVIOUR:</p> <p>Sympathetic to the needs of our clients and ability to reassure distressed people.</p> <p>Ability to work effectively under pressure.</p> <p>Politeness and smart personal appearance are essential at all times.</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>To have a flexible attitude to being called upon to work in an emergency or unusual circumstance.</p> <p>To undertake a Criminal record check on unspent convictions via basic disclosure from disclosure Scotland.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Interview</p> <p>Satisfactory clearance at conditional offer stage</p>