

Scheme Housing Officer – Independent Living

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis.

As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Safeguarding, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting into a Team Manager, you will provide a frontline service to our Independent Living Sheltered, Extra Care and/or Over-55s schemes.

You will provide an effective housing management and support service to older residents within defined policies and procedures and in accordance with agreed standards. You'll ensure customers' needs are met and strategic objectives and team plans are successfully delivered.

You will ensure schemes and services are safe and well-managed to ensure our residents are supported to live independently within active communities

You will be flexible to working across a broad geographic area and attend meetings outside of your core working hours will be required. To support your residents, you will be required to be visible and work at your schemes and our offices.

The location

You'll be based at schemes within one of our regions. While you'll have a 'home' scheme or schemes, these may change from time to time. You'll also regularly need to travel to provide cover at any of the schemes in the region - and to visit offices. You will need a driving licence

and

have access to a vehicle with business insurance, for which mileage will be paid. Alternatively, you'll need to show you can meet the requirements of the role by travelling by public transport or other means.

What you'll be doing:

- Act as the custodian for a scheme or group of schemes. This means you'll ensure that they are well run and that buildings are safe and attractive. Work with internal teams and external contractors to ensure repairs and faults are quickly remedied, and the grounds well maintained.
- Provide efficient 'on the spot' tenancy management including supporting the letting of vacant homes; basic income maximisation and arrears management; resolving anti-social behaviour and monitoring environmental, maintenance and other services to schemes.
- In line with our good neighbourhood management procedure, take appropriate action to address issues between neighbours which don't meet the threshold to be considered anti-social behaviour (ASB).
- Be resilient and follow procedures calmly and effectively when there are emergencies such as the unexpected death of residents or lift breakdowns and other building problems.
- Understand utility and other costs in your scheme(s). Take action to reduce costs wherever possible. Flag up potential overspends or anomalies to your manager.
- Monitor residents' needs and safety through annual home visits and support them where required to access appropriate support or care assessments and services. Report self-neglect and other safeguarding concerns in line with our policy.
- Support with tenancy audits and ensure resident information is up to date as required. Provide updates to the Careline provider to support residents' health and wellbeing and carry out regular resident welfare checks.
- Embrace Southern Housing culture, current and future legislation, policy, procedure and best practice.
- Provide cover and support colleagues in the regional team when there are vacancies or other challenges. Be ready to travel to other schemes at short notice and be able to work extended hours when dealing with emergencies.
- Contribute to service improvement by actively putting forward ideas and contributing to team meetings and other events.
- Proactively involve residents in decisions made about their schemes and service through consultation and co-creation. Organise resident's meetings, surveys and produce regular newsletters for your residents.
- Support your Team Manager in building and maintaining partnerships with local authorities, local councillors, voluntary sector organisations, community groups and other local partners.
- Work with internal teams and external partners to develop initiatives to promote residents' health & wellbeing and to ensure schemes are active communities.
- Understand the housing management and other performance targets relevant to your scheme(s) and take action to contribute to their achievement.
- Carry out and record scheme inspections, installation tests and other checks in line with Health & Safety legislation and our policies.
- Respond promptly and constructively to enquiries and complaints from residents, customers and internal or external partners. Record customer contact on our database. Where unsure about a

CREATING COMMUNITIES **TOGETHER**



complex issue, refer it to a manager.

- Be proficient in the use of technology and competent in the use of Microsoft Office. Maintain administration systems and databases, processes and accurate records. Support residents to use online services where appropriate.
- Embrace new ways of working. Maximising the use of mobile technology to carry out day to day working.

What you'll need:

Skills, knowledge, experience and abilities

Essential:

Experience:

- Experience of care or support services, including relevant legislation and good practice.
- Understanding of the diverse needs of older people

Desirable

- Experience of working with older people or in supported housing / housing related support environment is desired

Skills:

- Resilience, self-motivation and ability to work alone at your scheme(s) for most of the time
- Ability to communicate effectively and concisely, displaying good interpersonal skills in multiple modes (phone, face-to-face, emails and in writing) using customer friendly language
- Able to develop partnership working internally and with other agencies to generate effective solutions to problems
- Ability to manage time & tasks effectively, work well under pressure both individually and in a team
- Good negotiation and influencing skills
- Customer-focused and experience of providing excellent customer care
- Able to work flexibly and can prioritise work to meet deadlines and able to work under pressure with minimum supervision
- A 'can do', proactive approach to problem solving
- Willing to learn and continue in personal development by attending conferences, seminars, webinars and training
- I understand the need for continuous improvement and play an active role in delivering successful change
- Able to learn and use IT and communication systems
- Interpersonal skills and team working:
- Able to receive and respond to customer feedback and complaints professionally at all times
- A commitment to taking personal responsibility for sharing information
- You will hold a full driving licence with access to own vehicle, or show evidence you can meet the requirements of the role travelling by public transport

Qualifications/Professional Development

- Minimum of 5 GCSE's or equivalent

Desirable:

You've obtained or are working towards a recognised care, housing or management qualification or have evidence of relevant experience

- All employees will be subject to an Enhanced Disclosure and Barring Services check, an Adult Barred List check and any other necessary regulatory and/or company required checks.
- No Job description can cover every issue which may arise within the job at various times and the job holder is expected to carry out other duties from time to time, which are broadly consistent with those described.