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### Job Profile

<b>Job Title:</b> Sheltered Housing Scheme Officer	<b>Directorate:</b> Neighbourhoods
<b>Service/Section:</b> Housing Services	<b>Post Number(s):</b>  <b>Job Evaluation Number:</b>
<b>Grade:</b> SO2	<b>Date last updated:</b> September 2015  <b>Date of last Evaluation:</b>

### Main Purpose of the Job/Key Objectives:

Working with others, to provide and coordinate services to residents in Sheltered Housing. To develop and strengthen local communities within the Council's sheltered housing stock and encourage other elderly residents to join in activities at sheltered schemes. To provide housing management services to residents. To work to improve the quality of life for residents and provide support to residents. Under the direction of Adult Social Care, to carry out assessments of the care needs of residents. To manage the housekeepers who work in sheltered housing and coordinate other local services.

### Job Context:

1. This post is a permanent post.
2. The post holder reports to the Sheltered Housing Team Leader.
3. The post holder is a member of the Community Support Services team.
4. The post holder has line management responsibility for: Up to 8 direct reports (Housekeepers).
5. The post covers a 36 hour week, with the occasional requirement to work outside 'normal' office hours.

### Key Accountabilities and Result Areas

Key Result Area	Expected End Result
Responsible for <b>People Management</b> .	<ul style="list-style-type: none"> <li>• Direct supervision of up to 8 staff, ensuring agreed team plans and performance targets are delivered and that a culture of putting our resident's first and continuous service improvement is maintained.</li> <li>• To take an active role in the development and performance of the Sheltered Housing team in line</li> </ul>

	<p>with the Council's HR policies.</p> <ul style="list-style-type: none"> <li>• To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.</li> <li>• To deputise for the Sheltered Housing Team Leader as required, and in their absence, cover the general supervisory aspects of that post, including team meetings, in line with Departmental and Corporate policies.</li> <li>• To challenge, manage and resolve poor performance where it exists within the team.</li> </ul>
<p>Manage the delivery of effective <b>Customer Management</b>.</p>	<ul style="list-style-type: none"> <li>• To take on and lead as required any specific projects or tasks actively promoting an ethos of excellence in service delivery and ensuring that a responsive individualised service is available to each household.</li> <li>• To assist the Sheltered Housing Team Leader with capacity planning of the service delivering a professional, responsive and individualised service to sheltered residents.</li> </ul>
<p>Actively lead <b>Resident &amp; Community Contribution</b>.</p>	<ul style="list-style-type: none"> <li>• To demonstrate understanding of the Council's Customer Care Standards (Core Competencies and Operational Standards) ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.</li> <li>• To provide holistic, informed and accurate housing advice which is "right first time", to all approaches to the service.</li> <li>• To support, coach and empower residents to live independently and make informed choices.</li> </ul>
<p>Actively lead <b>Operational Service Delivery</b>.</p>	<ul style="list-style-type: none"> <li>• Working with others both within and outside the Council, co-ordinate local resources and services to improve the quality of life of local residents.</li> <li>• To manage the work of the Housekeepers to maximise the benefits to residents.</li> <li>• Carry out assessments for Adult Social Care, under the direction of the Preventative Team</li> <li>• To deal quickly and firmly with individual Anti-Social Behaviour cases of all types as set out in the Policy. Take legal action against perpetrators and provide information and support to victims as required.</li> <li>• Provide housing and tenancy management services to residents in the scheme. Make decisions which are sensitive to the needs of individuals and comply with all legal requirements. Participate in block inspections with the Estate Inspection team</li> <li>• Assist with the delivery and monitoring of the Befriending Scheme contract.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain a good knowledge of welfare benefits and give detailed advice to residents</li> <li>• To carry out viewings of void properties, encouraging applicants to accept voids. Sign up new tenants and explain the requirements of holding a tenancy and the services available.</li> <li>• Support the work of the Community Engagement team to coordinate social activities for residents, helping as many residents to participate as possible.</li> <li>• To support residents, as good neighbours, carrying out our regular calls on tenants, checking on their welfare and helping them with daily living.</li> </ul>
Responsible for <b>Service Planning &amp; Development</b>	<ul style="list-style-type: none"> <li>• Contribute to the Team Plan and understanding of own contribution in order to ensure delivery of this plan.</li> <li>• To assist the Sheltered Housing Team Leader to develop suitable performance targets and monitor team performance against these, drawing up assessment and improvement frameworks for individuals or teams where required.</li> </ul>
Responsible for <b>Financial &amp; Resource Management.</b>	<ul style="list-style-type: none"> <li>• To demonstrate cost-consciousness and identify any cost effective changes to own way of working.</li> <li>• To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.</li> </ul>
Manage the implementation of <b>Continuous Improvement.</b>	<ul style="list-style-type: none"> <li>• To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.</li> <li>• To lead by example to ensure excellent standards of work and recording take place, carry out monthly audits on standard, volume and quality of work. Where necessary setting in place improvement plans.</li> <li>• To share information and consult with other services (particular reference to Adult Social Care) in order to develop methods which will deliver the best outcome for clients and the Council.</li> <li>• Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.</li> <li>• Assist with the implementation of improvement initiatives and change.</li> </ul>
<b>Contacts</b> - Build Effective working relationships with partners both inside and outside the organisation.	<ul style="list-style-type: none"> <li>• Any role specific responsibilities.</li> <li>• Council wide where appropriate in particular to engage with Adult Social Care</li> <li>• External - Including but not limited to: DWP;</li> </ul>

	Housing Associations & RSLs; Voluntary Agencies; CABs, Health Care providers
Delivery of <b>Additional responsibilities.</b>	<ul style="list-style-type: none"> <li>• Where appropriate, to deputise for the Sheltered Housing Team Leader.</li> <li>• Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.</li> <li>• To carry out all necessary tasks in order to conclude casework promptly in keeping with the Council's processes, current legislation and relevant case law.</li> <li>• To give and receive both ad hoc and planned interim updates and briefings on clients cases, both verbally and in writing.</li> </ul>
Responsible for <b>Key Performance Indicators.</b>	<ul style="list-style-type: none"> <li>• Specific targets and objectives will be set on an individual bases as part of your individual Performance Plan.</li> </ul>

**Additional Requirements:**

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training. You will meet these expectations.
- You comply with Health and Safety Regulations associated with your employment.
- You are aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- You will treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- You will demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- You will deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.

## Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace.

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	C	<ul style="list-style-type: none"> <li>Communicates complex information to others effectively</li> <li>Is a clear and persuasive communicator, using influencing and negotiating skills when necessary</li> <li>Actively listens to, respects and values the view of others</li> <li>Presents succinct, well balanced information orally and in writing, with clear outcomes</li> <li>Sets up opportunities to influence others prior to decisions being made</li> <li>Understands and responds to organisational politics</li> <li>Facilitates discussions to achieve collective objectives</li> <li>Creates an environment where team/s are encouraged and developed, to enable them to communicate effectively</li> </ul>
Delivering excellent customer service	C	<ul style="list-style-type: none"> <li>Acts as role model in own personal approach to customer focus</li> <li>Proactively seeks and effectively uses customer information to inform service delivery</li> <li>Proactively seeks to establish and meet current and future needs of customers</li> <li>Organises processes around customers, taking account of complex and sensitive issues to meet their long term needs</li> <li>Implements and utilises systems to record customer feedback and communicates ideas and information to appropriate people, ensuring information is fed back into appropriate systems e.g. Capita</li> <li>Creates an environment where team/s are empowered to put customers first</li> </ul>
Managing Personal and Organisational Change	B	<ul style="list-style-type: none"> <li>Is open to new ideas and takes account of other people's points of view and ideas.</li> <li>Contributes positively to the change process and sees change as an opportunity to improve performance and customer service</li> <li>Recognises the impact of change on others and supports them through it</li> <li>Uses an awareness of the bigger picture along with common sense to interpret and implement policy.</li> <li>Identifies opportunities for change</li> <li>Learns from experience and others and uses opportunities to acquire new skills and improve knowledge</li> </ul>
Achieving Results and Success	B	<ul style="list-style-type: none"> <li>Assumes personal responsibility for achieving outcomes and making appropriate decisions and is</li> </ul>

		<p>considerate of others and their contributions</p> <ul style="list-style-type: none"> <li>• Monitors and evaluates own performance against targets</li> <li>• Develop new ways of working to achieve results</li> <li>• Demonstrates high personal standards as an example to others and delivers what they agree</li> <li>• Is consistently positive and remains focused and flexible when faced with competing demands and priorities</li> <li>• Allocates time and resources to reflect priorities</li> <li>• Seeks information to aid decision making</li> </ul>
Respecting Others	C	<ul style="list-style-type: none"> <li>• Develops a culture of Equality and Diversity</li> <li>• Empowers people to achieve best practice in this area</li> <li>• Adapts to different audiences</li> <li>• Demonstrates integrity and consistency in decision making</li> <li>• Ensures team members value diversity</li> <li>• Demonstrates clear and consistent leadership in promoting equality and diversity</li> <li>• Ensures full access to services for all</li> <li>• Responds efficiently and appropriately where there is evidence of unfairness</li> <li>• Respects confidentiality wherever appropriate</li> <li>• Challenges inappropriate behaviour</li> <li>• Upholds a high standard of fairness and ethics in words and actions</li> </ul>

## London Borough of Havering Person Profile

### Job Title: Sheltered Scheme Officer

Requirements	Essential (E) Desirable (D)	* Method of assessment
<p><b>1. Qualifications:</b></p> <p>Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or relevant experience.</p> <p>Be literate and numerate.</p>	D	A
<p><b>2. Statutory or Role Specific Requirements</b></p> <p>To be able to comply with laws and guidance relating to older people.</p>	E	A/I
<p><b>3. Experience:</b></p> <p>Experience working in a front facing team interviewing and assessing clients need for assistance.</p> <p>Proven experience in a supervisory role.</p> <p>Experience of working on defined operational projects, working to tight deadlines and objectives with minimum supervision.</p> <p>Ability to deal with conflict in situations with client who may be distressed or potentially aggressive.</p> <p>The postholder will have previous experience of working in Housing or social care in a related field. They will have experience of delivering high levels of customer care and of working on their own initiative for the benefit of the community.</p>	E  D  E  E  E	A/I  A/I  A/I  A/I  A/I
<p><b>4. Knowledge &amp; Skills:</b></p> <p>Ability to use HR processes and manage staff.</p> <p>To be a confident, engaging communicator, able to positively handle contact with clients from a range of backgrounds and with complex needs.</p> <p>Have the ability to build and maintain a good understanding of wider council and department objectives, services and initiatives and an understanding of how these interface with delivery of housing needs services.</p> <p>Experience of handling conflict, or potential conflict situations with clients who may be distressed, dissatisfied or potentially aggressive/ violent, and to do so within the Councils policy/procedure on carrying out such interviews.</p> <p>Experience to build &amp; maintain a thorough working knowledge in using data and case management systems to</p>	E  E  E  E  E	A/I  A/I  A/I  A/I  A/I

<p>ensure data quality and effective sharing of work.</p> <p>Proven ability to work with several software applications and database use.</p>	E	A/I
<p>Ability to train and coach colleagues.</p>	E	A/I
<p>Ability to handle and respond to customer complaints clearly and comprehensively in keeping with the council's service standards.</p>	E	A/I
<p><b>5. Working Conditions/Circumstances:</b></p> <p>You may be required to work out of normal office hours on occasions including evenings.</p>		I
<p>Postholders will need to attend meetings and visit residents on their own.</p>	E	A/I
<p>They will need to be able to travel to locations around the Borough.</p>	E	A

\* Application (A), Interview (I), Test (T)