

Housing Officer (Sheltered)

Final

Date: April 2019

POST: Housing Officer (Sheltered)
SERVICE: Housing, Landlord Services
SECTION: Sheltered Housing
BAND: 4
REPORTS TO: Senior Housing Officer (Sheltered)
RESPONSIBLE FOR: N/A
TYPE: 1c) Hot desking, any location.
2) Field worker

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

Please note that this post will require a standard Disclosure and Barring Certificate.

MAIN PURPOSE

Basildon Council has 47 sheltered housing schemes across the borough. You will be based in geographical areas and will need to be able to work across the whole borough. You will be delivering a high quality Service to all of the Council's tenants and leaseholders within sheltered housing. You will be responsible for identifying any safeguarding issues for our vulnerable residents.

GENERAL INFORMATION

You will provide high quality, cost effective support ensuring residents can maintain their tenancies and live independently for as long as possible. You will also ensure that the Health & Safety of our residents and the management of our schemes/Council assets is carried out working with our Housing Property Services teams.

DUTIES

Performance Management

1. Organise and be responsible for your workload on a day to day basis ensuring all site inspections for health and safety, fire alarm testing, legionella testing and monitoring of contractors on schemes is carried out effectively and recorded.
2. To report to the Senior Housing Officers any complaints, compliments or comments regarding the contract delivered to sheltered housing e.g. laundry, cleaning, landscape, alarm service.

3. To carry out scheme inspections weekly to ensure they are compliant with Health & Safety and to report any issues.
4. To carry out weekly fire alarm testing in schemes to ensure all schemes are compliant with fire safety.

Meeting Customer Need

5. To work as part of a team to ascertain the welfare of tenants and leaseholders on sheltered schemes on a needs basis.
6. Coordinate housing related support on an individual needs basis as required.
7. To raise safeguarding issues through the Council's process to ensure vulnerable residents get the assistance required.
8. Contact residents either by visiting, telephone, email or community alarm as requested by the individual to carry out regular welfare checks.
9. Be a key worker for a number of residents so that you are aware of any changes of need or services they require.
10. Maintain accurate records on both individuals and schemes electronically and in writing in accordance with the Council's data control policy and procedures.
11. Work with residents families to overcome any issues and ensure the right support is in place.
12. To respond to routine and emergency calls on the Emergency Call Alarm System.
13. To offer support, advice and encouragement to residents on social activities and groups available for them to join.
14. To check on residents where there has been a no response to ensure their wellbeing. Inform line manager and the ambulance/police in the event of a death and carry out other duties in response to this.
15. To meet prospective tenants and give them all the necessary details of the scheme and information on how sheltered housing work before they sign their tenancy.

Collaborative Working

16. Work with other Council Departments such as Tenancy & Estate Management and Anti-Social Behaviour to rectify any tenancy issues.
17. Report communal repairs and monitor completion in a timely manner.
18. To signpost residents to other agencies for support such as Health and Social Care, Community Mental Health, voluntary charities and organisations and care agencies.
19. To take part in multi-agency meetings to resolve issues affecting specific residents physical or mental wellbeing.
20. Ability to travel round the Borough will be required.

21. Undertake all the duties within the framework of Equal Opportunities.
22. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
23. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Housing Officer (Sheltered)	Date Prepared:	April 2019
Department:	Housing & Community Service	Band:	4

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.0	EXPERIENCE AND KNOWLEDGE			
1.1	Demonstrable experience of working in a housing/public sector role.	✓		AF/I
1.2	Excellent verbal and written communication skills.	✓		AF/I
1.3	Experience of working with vulnerable people.	✓		AF/I
1.4	An understanding of Housing issues.	✓		AF/I
1.5	Knowledge of Safeguarding legislation	✓		AF/I
1.6	Experience in dealing with external organisations and agencies		✓	AF/I
2.	COMPETENCIES			
	WORKING WITH PEOPLE			
2.1	<ul style="list-style-type: none"> a) Demonstrates an interest in and understanding of others b) Adapts to the team and builds team spirit c) Recognises and rewards the contribution of others d) Listens, consults others and communicates proactively e) Supports and cares for others f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses 	✓		AF/I
	RELATING AND NETWORKING			
3.1	<ul style="list-style-type: none"> a) Establishes good relationships with customers and staff b) Builds wide and effective networks of contacts inside and outside the organisation c) Relates well to people at all levels d) Manages conflict e) Use humour appropriately to enhance relationships with others 	✓		AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS			
6.2	<ul style="list-style-type: none"> a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals 	✓		AF/I
	FOLLOWING INSTRUCTIONS AND PROCEDURES			
6.3	<ul style="list-style-type: none"> a) Appropriately follows instructions from others without unnecessarily challenging authority b) Follows procedures and policies c) Keeps to schedules d) Arrives punctually for work and meetings e) Demonstrates commitment to the organisation f) Complies with legal obligations and safety requirement of the role 	✓		AF/I
	ADAPTING AND RESPONDING TO CHANGE			
7.1	<ul style="list-style-type: none"> a) Adapts to changing circumstances b) Accepts new ideas and change initiatives c) Adapts interpersonal style to suit different people or situations d) Shows respect and sensitivity towards cultural and religious differences e) Deals with ambiguity, making positive use of the opportunities it presents 	✓		AF/I
3.0	EDUCATION AND TRAINING			
3.1	Educated to GCSE (Grade A-C or 9-4) Maths & English or equivalent		✓	AF/I
4.0	OTHER			
4.1	Ability to travel around the Borough to cover other areas as directed by your manager.	✓		AF/I
4.2	Must be fit enough to walk round schemes of various sizes including walking up and down stairs to carry out inspections and visit residents	✓		AF/I
4.3	A satisfactory Enhanced DBS certificate will be required.	✓		AF/I