



South Kesteven Job Description

Job title:	Sheltered Housing Officer		
Salary:	SK7 (£19,824 per annum)	Contract:	Permanent
Hours:	Working hours will be 37 hours per week. <i>Week by week arrangements will be in accordance with business requirements and by agreement, subject to your right not to work more than 48 hours per week unless by agreement.</i>		
Location:	Council Offices, St Peters Hill, Grantham	Political restriction:	This job is not politically restricted

1 Overall purpose

Core areas of work include; Supporting the Housing Services Team and the Council in the delivery of excellent housing and neighbourhood management services. Working across the neighbourhoods and communities of South Kesteven, assisting in the provision of excellent housing services by carrying out a range of duties focused on sheltered housing.

Ensuring that the older and vulnerable residents of sheltered housing can easily access housing management services and are supported and signposted to relevant external services where appropriate. The post-holder will supervise a number of part time cleaning staff. Acting as principle point of contact for people living in sheltered accommodation for a range of housing related issues, supporting Resident engagement.

2 Responsibilities and outcomes

- Under the supervision and direction of the Senior Sheltered Housing Officer - working both reactively and proactively, delivering day to day housing management services to the older and vulnerable residents accommodated in sheltered housing, assisting tenants in sustaining their tenancies.
- Providing regular 'surgeries' at sheltered housing schemes at which residents can raise matters of concern and seek advice, signposting to other services when appropriate.
- Assisting in resolving identified problems, ensuring agreed tasks are actioned and providing appropriate referrals to other services.
- Identify and report any concerns relating to Safeguarding; both in relation to vulnerable adults and in promoting the welfare of children and young people
- Assist in upholding environmental maintenance standards in accordance with the grounds maintenance specification and in reporting to waste services and/or environmental health services
- Assist in the response to any issues of anti-social behaviour or neighbour disputes; taking action as necessary and reporting concerns as required
- Responsible, through a regular and frequent presence on site, for ensuring that the condition of the common parts of sheltered housing are in good order
- Liaising with Housing Services, facilities management, contractors, and repairs staff regarding matters of health and safety, cleaning and building security, etc.
- Work closely with and cover for the sheltered housing cleaners to provide a high-quality cleaning service at sheltered schemes
- Assisting in the management of guest room and community room bookings, the residents fund and with the issue and control of suited key fobs.

- Collect maintain and update the JONTEK system with resident's information
- Maintenance and installation of lifeline equipment including dispersed alarms and peripheral equipment
- Maintains records of health and safety inspections, required works and works completed.
- Assist with the review and development of sheltered housing policies and procedures
- Undertake risk assessments including the testing of fire alarms and smoke detectors

3 Values and Behaviours

At SKDC we are building an organisation with a strong internal culture, within our Corporate Strategy we have a definite set of ideas, ways of doing business and values and behaviours. We believe that how you behave does matter, therefore, we believe that our values are just as important as skills.

Accountability – In order to succeed we will need a culture of accountability throughout SKDC. Everyone at every level will need to be responsible for what they do; willingly taking ownership for their actions and decisions and being a reliable, dependable member of the team, often going beyond the normal terms of employment. We cannot work flexibly without accountability.

Flexibility – We can't be set in our ways if we are going to succeed, so flexibility matters. It might be flexibility in terms of the hours you do, the way you work or where you work. We can't afford to do things the same way just because "that's the way it's always been done". Our performance will be measured in outcomes and those outcomes will contribute to achieving our strategy.

Agility – Related to flexibility is agility. SKDC's needs are going to change over time and we need people who can respond to those changes, who can move freely between teams and who want to stretch themselves by being trained to be better at more things.

Equity – Every member of the SKDC team matters, irrespective of their rank or position. All of us should expect to be treated with respect and dignity and doors should be open.

Networking – We learn from each other and from external partners, so we need to be better at networking. Our networks hold the key to raising our profile, improving our performance, discovering better ideas, and developing ourselves.

Learning – We are constantly learning from everything we do, regardless of success or failure. When we do something well, that knowledge can help us repeat and refine what we do in the future. We clearly won't seek failure, but neither will we be frightened of it. And if we fail, we will learn from it and not seek to just apportion blame (see 'accountability' above).

Talent – Having a diverse and talented team is fundamental to our success. However, a person's real talent isn't always obvious; sometimes it's overlooked, other times it may be hidden. Sometimes it's a talent the person didn't realise they had.

4 Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

5 Authority to work in the UK

You must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency.

Key Criteria	Job Requirements	Essential or desirable
Knowledge/ Skills	<ul style="list-style-type: none"> • Evidence of successful partnership or multi-agency working • Effectively exchanges complicated or sensitive information with a range of people, orally and in writing • Communicates effectively; able to persuade groups of people and to deal with differing points of view • Responds independently to unanticipated problems and situations. • Uses a rational and disciplined approach to problem solving • Ability to work with a diverse range of people including vulnerable customers • Makes effective decisions as to when, how and why duties are to be carried out and has clarity about the desired outcomes. • Analyses and interprets complex information to solve difficult problems or to develop new ideas or concepts • Responds to customers' needs and learns from feedback to improve the customer experience 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Qualifications	<ul style="list-style-type: none"> • Good standard of general education (4 GCSE's A-C or equivalent) • Current driving license 	<p>E</p> <p>E</p>
Experience	<ul style="list-style-type: none"> • Experience of working in a sheltered housing-related or other housing service environment • Experience of direct dealing with members of the public, demonstrating a clear understanding of customer service standards • Experience of working effectively within budgets • Experience of contributing to partnership and multi-agency working • Experience or a sound understanding of dealing with tenancy breaches and anti-social behaviour • Experience of operating a range of IT systems • Knowledge of issues relating to the delivery of social housing management or other customer driven public services • Clear understanding of the aims and objectives of Tenancy and Neighbourhood Management • Knowledge and use of dispersed alarms and monitoring arrangements • Knowledge of telecare and telehealth • Good understanding of health and safety as it relates to sheltered housing and its common parts • Experience of working in difficult situations including understanding the needs of vulnerable people 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p>
Aptitudes	<ul style="list-style-type: none"> • Ability to meet deadlines • Able to deal with difficult situations in a calm and professional manner • Ability to work as part of a team • Able to inspire confidence • Able to communicate complex messages in a simple and empathetic way to customer 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>