

JOB DESCRIPTION**JOB TITLE:** Scheme Manager (Sheltered Housing)**REPORTS TO:** Senior Housing Officer**DEPARTMENT:** Housing and Care Services**DATE:** May 2024**REVIEW DATE:** May 2025**ROLE PURPOSE:**

- To assume responsibility for the day to day running of the scheme and as far as possible, the safety and well being of the tenants.
- To encourage tenants to make the scheme into a mutually supportive environment for themselves, friends, relatives and other groups in the area.
- To identify support needs and participate in support planning to ensure support for the tenants as necessary, consistent with enabling tenants to retain the maximum possible level of independence.
- To undertake and ensure the proper administration, management and maintenance of the scheme in accordance with the Association's standards and procedures.

Key Area

Key Activities

Care/Support

- Manage in the development, implementation and review of support plans taking account of the views of tenants, their families and significant others.
- To recognise and identify the support needs of tenants and report factually to the appropriate agencies (and where appropriate next of kin).
- Facilitate and encourage tenants to attend activities within the scheme including day trips, seasonal events and fundraising for the scheme.
- Make daily contact with all tenants. Answer emergency calls and summon assistance as necessary and appropriate, providing emotional support until required assistance arrives.
- Observe and report changes to tenant's health and behaviours to appropriate agencies.
- Plan and implement regular Support Plan meetings, including risk assessments and resulting action plans with tenants.
- Work as an effective member of the Sheltered Managers team, attending regular meetings and training at head office and communicating the information received to staff on the scheme.
- Ensure all services are delivered in accordance with recognised standards, including Supporting People and Apex's policies and procedures.
- To complete all necessary daily, weekly, monthly and quarterly reports to Head Office as required.
- To line manage and train staff employed by Apex Housing Association within the scheme.
- Support and enable good relations between tenants and the local and wider community.
- Establish and maintain good working relationships with the multidisciplinary team, tenants, visitors, colleagues, relatives, other departments/all levels of management.
- Welcome new tenants to the scheme, introduce them to the services and facilities ensuring they are properly instructed in the use of the laundry/ communal kitchen equipment/ warden call system, fire alarm system and emergency procedures.
- Follow the Associations complaints policy on receipt of any complaint made by a tenant or on behalf of a tenant.

	<ul style="list-style-type: none"> • • Ensure confidentiality at all times in relation to tenants, relatives and staff (unless you believe harm may be caused to the person or another person). • Deliver all tasks on time and to agreed quality standards.
	<ul style="list-style-type: none"> •
<u>Self-Development</u>	<ul style="list-style-type: none"> • Undertake and successfully complete induction programme and competency assessment within probationary period (i.e. 6 mths from commencement of employment). • Attend and participate in regular scheme managers meetings to discuss and review progress and management of the scheme. • Participate in open two-way dialogue during supervision and appraisal meetings. • Attend and participate in all mandatory training including: <ul style="list-style-type: none"> - Scheme Induction - Adult Protection - MAPA - Infection Control - Manual Handling - Fire and Evacuation - COSHH - Health and Safety - Child Protection • Participate in other training and development opportunities as agreed with line manager.
<u>Health and Safety and Risk Management</u>	<ul style="list-style-type: none"> • Implement the outcomes of risk assessments on daily duties performed. • Take personal responsibility for own safety e.g. reporting concerns. • Report and document any faults/repairs/maintenance issues. • Comply with all Health and Safety policies and procedures including serious untoward incidents and accident reporting. • Conduct health and safety audits as required.
<u>Line management</u>	<ul style="list-style-type: none"> • Ensure that the scheme is clean and tidy at all times in accordance with the standards of the Association, through effective line management of the housekeeper. • Organise and facilitate regular supervision and appraisal meetings.
<u>Miscellaneous</u>	<ul style="list-style-type: none"> • Employees are expected to demonstrate commitment to the Association by ensuring regular attendance at work and efficient completion of duties. • Provide cover for scheduled annual leave, training and any other ad hoc absences. • Staff must maintain high standards of personal accountability and abide by the Association's and NISCC Code of Conduct. • A commitment to the statutory duties under Section 75 of the N.Ireland Act 1998. • These key responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with Apex Housing Association and the line manager the duties may change from time to time to enhance the service.