

JOB DESCRIPTION

Job Title	Extra Care Scheme Manager		
Directorate	Community Services		
Reporting to	Supported Specialist – Supported Housing		
Grade	13		
Evaluation ref:	TR0220	Job Family ref:	
Role purpose			
<p>To ensure tenants receive a high quality and responsive housing and support service in a safe and secure environment, including providing tenancy management support and encouraging independence and choice.</p> <p>Ensure housing landlord duties are discharged in accordance with Somerset Council's policies and procedures.</p> <p>To oversee the housing administration and management of social housing tenants and their homes within an extra care housing scheme.</p>			
Accountabilities			
<p>Provide pre-tenancy support to complete an assessment of needs to ensure maximum utilisation of the service. Attend multi-agency allocation panels and make decisions on the suitability of applicants for formal offers of a tenancy at an extra care housing scheme. Provide access to help when potential tenants are initially viewing a property, 'signing up' new tenants and on a range of services available on a scheme. Conduct tenant 'sign-ups' and visit tenants regularly to ensure the right support is given at the right time to enable the tenancy will be successful and sustainable.</p> <p>Support tenants and deal with all housing related enquiries from giving initial tenancy advice to managing complex cases. All contact with tenants must be recorded accurately on the Open Housing System. The role involves dealing with vulnerable people on a regular basis.</p> <p>To collaborate with housing teams, wider council services and other stakeholders to sustain tenancies within the scheme/s whilst encouraging social interaction, reducing isolation and promoting a positive atmosphere.</p> <p>Support the tenant through a full introduction to a new home and tenancy over an initial six-week period.</p> <p>Support tenants with access to help involving the provision of information and advice required to meet their needs in managing their tenancy through self-help or assistance. This will include provision of advice and information on welfare benefits, budgeting, managing money, tenancy responsibilities and obligations.</p>			

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Support individuals whose tenancies are failing because of low-level mental health needs.

Undertake risk assessments and assess support requirements and outcomes. Person centered risk assessments will be undertaken for all tenants and if required "Personal Emergency Evacuation Plans," which will be created and reviewed regularly.

Assist tenants with correspondence, reading and writing of letters and support tenants making telephone calls that are necessary to help sustain a tenancy.

Function as an advocate for a tenant when they need to access to other key services for support.

Ensure the safety and security of all tenants particularly where there is a change of circumstances / health / falls / bereavement / hospital discharge or other critical events to maximize independence and reduce the need for move-on to more acute care services.

Provide a wide range of advice and support to tenants, whether relating to property defects or to provide emotional support to them by actively listening to how they feel and promote positive tenancy-based outcomes.

Support tackling anti-social behavior, Hate Crime and Domestic Abuse across the extra care housing schemes for tenants.

Support multi-agency problem-solving to improve community safety and working with Police and other agencies.

Raise and respond appropriately to safeguarding concerns, in line with Somerset Council policies and procedures. Ensuring safeguarding practices are adhered to and that tenants are at the heart of everything we do. If correct decisions are not made vulnerable people are at risk.

Conduct Annual Tenancy Checks to ascertain that current records are correct for the tenant and household; inspect homes to ensure the required standard is being maintained in line with the tenancy agreement.

Support referrals for aids and adaptations or disabled facilities grants and in dealing with property repairs. Regular visits/inspections of schemes will be undertaken to ensure the environment remains safe and secure.

To work with other departments to ensure that compliance checks and health and safety concerns are carried out in line with current regulations.

Conduct regular inspections of flat blocks and communal areas to ensure that are sterile and report any health and safety/fire risks in communal areas.

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Encourage the use of assistive and personal technologies to increase independence and enhanced quality of life and that the technologies used is operational and effective to sustain tenancies.

Work closely with Somerset Lifeline and the Emergency Response Team service, via emergency alarm equipment to make sure that tenants can get help easily when they need it.

Complete management transfer request applications when urgent and exceptional needs are being experienced by tenants.

Assist tenants when ending a tenancy and conduct relevant inspections.

Access appropriate funding and work in partnership with others, to support the delivery of a variety of activities & social events.

Attend multi-agency meetings and ensuring research is carried out promptly prior to meetings and record all data sensitively on relevant systems.

Support the manager in the development of the service, producing relevant data to evidence areas of concern or improvement.

Maintain the highest standards of integrity and confidentiality when handling and protecting confidential and sensitive data, always complying with the Data Protection Act and related policies.

Promote successes and good news stories. Ensure a positive and professional image is always displayed.

Maintain excellent customer service in all areas of work and ensure continued personal development.

Comply with Somerset Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health and Safety and Equality and Diversity.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Knowledge of introductory and secure tenancies and the management of these tenancies.	X	
Understand customer services values, equality, diversity, and inclusion.	X	
Wider knowledge of housing law.		X

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Experience		
Have experience in a role with a similar level of responsibilities.	X	
Understand the principles of data protection.	X	
Organised, conscientious, energy, drive, confident and assertive.	X	
Able to meet deadlines and delivering excellent frontline services in a pressurised environment.	X	
At least two years' experience of housing management managing and providing support to tenants within a local authority or similar environment.	X	
Experience of working with a range of partners, including communities, to develop new and different ways of working.	X	
Experience of managing conflict and dealing with disputes.	X	
Excellent communication skills – both written and verbal.	X	
Qualifications / Registrations / Certifications		
'A' level standard of education or equivalent qualifications.	X	
Member of the Chartered Institute of Housing or other relevant professional body.		X
Evidence of continuous professional development.	X	
Skills		
Ability to show empathy, use persuasion, negotiation and tact in a wide range of circumstances.	X	
Able to use own initiative and judgement in making decisions within a housing and support environment.	X	
Ability to work on own or as part of a supportive team.	X	
Demonstrate effective time management and prioritisation skills.	X	
Ability to analyse and make effect problem solving decisions in relation to case management.	X	
Facilitates meetings and groups.	X	
Excellent communication and interpersonal skills.	X	
Highly competent in the use of Microsoft Office and other business software systems.	X	

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Working Conditions

Requirements to work from various sites, travel and lone working.

Dimensions of the role

There is no budget or staff management responsibilities for this role.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position

Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 04/03/2025