

JOB DESCRIPTION

Job Title	Sheltered and Extra Care Housing Lead		
Directorate	Community, Place & Economy		
Reporting to	Tenancy Specialist		
Grade	Grade 10		
Evaluation ref:	RP237	Job Family Ref:	
Role Purpose			
<p>Responsible for the day-to-day operational management of the sheltered and extra care housing service, which includes:</p> <p>Providing motivational leadership and support to the sheltered and extra care housing team, ensuring the delivery of high-quality independent living.</p> <p>Ensuring the council's housing schemes are well-managed and that tenants are supported and to deliver the highest possible service to 900+ tenants in line with legislation and the housing services policies and procedures.</p> <p>Working in partnership with colleagues to provide a high-quality service enabling individual needs and service priorities to be met in accordance with available resources.</p>			
Accountabilities			
<p>Develop, implement and regularly review policies, strategies and procedures for all aspects of the sheltered and extra housing service ensuring that the service meets the overall objectives of the Council's Corporate Plan and other key documents.</p> <p>Contribute to the development of the Strategic Plan and ensure key actions for the sheltered and extra care housing service are aligned to the objectives of the Council and are delivered through the development and implementation of team plans.</p> <p>Be the lead officer in the sheltered and extra care housing team for safeguarding adults including co-ordinating referrals and ensuring appropriate action is taken.</p> <p>Responsible for regular and effective communication with tenants and their representatives.</p> <p>Promote a culture of service to tenants which encourages consultation, continuous feedback and involvement and ensure a range of opportunities are available to sheltered and extra care housing tenants to help them to shape the delivery of future services.</p> <p>Keep structures, procedures and practices and the allocation of resources under review to improve efficiency and service delivery.</p> <p>Ensure that all council policies and procedures are complied with in service delivery.</p>			

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Ensure that tenants' support plans are reviewed annually; that fire risk assessments and personal emergency evacuation plans are up to date and that relevant support is in place from housing staff and partners.

Work collaboratively across the organisation and build and maintain effective working relationships with staff, managers, partners and stakeholders.

Represent the Council at external meetings and promote the Council externally.

Lead the Sheltered and Extra Care Housing service in embedding and delivering the Consumer Standards and ensure relevant actions assigned through the Consumer Standards Action Plan are led on and owned within the service in readiness for regulatory inspection.

Develop, review and meet agreed key performance indicators and provide performance information including benchmarking data to provide quality assurance and facilitate continuous improvement.

Carry out performance management ensuring appropriate corrective action is taken promptly. Embed learning from complaints and propose policy, procedure and service improvement in liaison with the Performance and Complaints Lead.

Carry out research, develop and recommend service improvements for the sheltered and extra care housing service.

Actively participate in the process of setting service charges within sheltered and extra care housing.

Keep up to date with legislation, regulations and good practice associated with the role making recommendations as appropriate. Understand the current thinking in relation to housing for vulnerable and older people.

Provide reports for senior management and draft responses to councillors and MPs in relation to casework.

Be responsible for the content of the sheltered and extra housing section of the Council's website to ensure the provision of comprehensive and accurate information for customers.

Represent the Council with internal and external stakeholders, attending meetings, training and conferences as necessary.



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Knowledge / Experience / Skills		
Knowledge	Essential	Desirable
Knowledge of legislation relating to social housing and knowledge of the legal, regulatory and operational issues relating to housing management services.	X	
Up to date knowledge and understanding of current issues affecting social housing and sheltered and extra care housing.	X	
Demonstrable experience of leading and developing sheltered and extra care housing services with a track record of achievement.	X	
Experience		
Previous managerial experience, including team motivation and development.	X	
Experience in housing or a related industry, with knowledge of repairs, maintenance and tenancy management.	X	
Experience in record-keeping and data management within a Housing Management System.		X
Experience of successfully performance managing and motivating dispersed teams to deliver objectives and targets.	X	
Experience of financial and budget management.	X	
Qualifications / Registrations / Certifications		
Relevant housing or Health & Safety qualification (e.g., NEBOSH) or professional membership (e.g., Chartered Institute of Housing). The role will require the minimum of a Housing Diploma of level 4, in line with the Regulators Competency and Conduct Standard	X	
Degree level education or equivalent through relevant training/experience.	X	
Management qualification.		X
Skills		
Strong communication and negotiation skills with the ability to connect with residents and organisational teams.	X	
Proficiency in IT, particularly Microsoft Office Suite (Word, Excel, Outlook).	X	
Ability to manage change positively and effectively.	X	
Good numerical and analytical skills and an ability to understand and interpret complex information.	X	

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Excellent verbal and written communication skills.	X	
Working Conditions		
Full driving licence required.		
DBS clearance (or eligibility to obtain it).		
Dimensions of the role		
Directly manage 9 staff to enable effective delivery of a responsive, customer focussed sheltered and extra care housing service.		
Ensure the effective management of all budgets (£1.1M) complying with financial regulations and standing orders.		
Operational management of the sheltered and extra care housing service.		
Take a lead role in continuously developing the service to meet the needs of tenants and effectively deliver service improvements.		
To provide a safe and secure environment ensuring a range of tailored housing and support services are available to enable tenants to maintain their tenancy and live independently in the community.		
Ensure the sheltered and extra care housing service is compliant with housing related legislation and regulatory requirements to minimise or alleviate risk.		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position		
Corporate Accountabilities		
Ensure compliance with all relevant legislation, organisational policy and professional codes of conduct to uphold standards of best practise.		
Deliver 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; ensuring team members are also aware of their responsibilities and maintaining their understanding that 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: March 2025