

Role Profile

This section provides key information relating to the role

Job Title:	Scheme Manager (ILO)		
Post No:	P01701	Grade:	E
Team:	Independent Living Services	Location:	Campus East
Responsible to:	Team Leader – Independent Living		

Overall job purpose:

To promote, manage and co-ordinate the appropriate services to ensure, independence, dignity, security, privacy, confidentiality, rights and wellbeing of tenants in sheltered housing.

Responsible for providing day to day support, signposting to other agencies and assisting with any necessary referrals as required.

Responsible for co-ordinating the management of the scheme ensuring partnership working to make sure the schemes managed are compliant with any legislative, health and safety requirements and any risks are mitigated as appropriate.

Key areas of focus:

1.	To establish effective networks in order to co-ordinate the necessary services, both statutory and voluntary, enabling tenants to enjoy an independent quality of life for as long as possible in their own homes.
2.	To call and visit tenants in accordance with their needs and support plans, in order to observe and assess health, well-being and behaviour, taking appropriate action as necessary.
3.	To compile and maintain confidential scheme records. This will include completing support plans for each new tenant and reviewing and updating these according to tenants changing needs at least annually.
4.	To promptly inform the Control Centre of changes in tenant's circumstances.
5.	To respond and co-ordinate the appropriate actions in response to emergency calls from scheme tenants whilst on duty.
6.	To advise tenants of the availability of statutory and voluntary services in the borough, to signpost tenants on their rights to benefits and provide guidance on the complaints procedures where appropriate.
7.	To be responsible for the health and safety and security of the communal sheltered housing scheme. To report broken or defective equipment to the appropriate department and maintain up to date records as required.

8.	To ensure all tenancy matters are reported to the patch Neighbourhood Officer (All Tenure) for them to manage and address as appropriate.
9.	To collect emergency prescriptions where a tenant's ordinary support network has broken down and to undertake tenant's emergency shopping in exceptional circumstances, e.g. following unexpected discharge from hospital.
10.	To provide clarification on the written instructions of prescribed medications as dictated by a qualified medical practitioner; does not under any circumstances administer drugs of any kind.
11.	To report repair or facility defects, e.g. white goods, within sheltered housing scheme communal areas using the agreed processes for reporting communal repairs.
12.	To organise and supervise annual fire drills. This includes liaising with appropriate departments to ensure all firefighting equipment is regularly checked and maintained and defects reported as required. To test, on a weekly basis scheme fire alarms. To ensure all escape routes and fire exits remain unimpeded.
13.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
14.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
15.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE level or equivalent at grade C or above in English and Maths or can demonstrate substantial experience in a related field	x		AP
Previous experience or direct understanding of working with elderly, disabled or individuals deemed to be at risk	x		AP/IN
Knowledge			
Knowledge of safeguarding vulnerable children and adults	x		AP/IN
Skills and abilities			
Ability to assess the complex and varied support needs of older people	x		AP/AS
Ability to develop creative solutions to problems	x		AS/IN
Ability to produce written documents to a high standard	x		AP/AS
Ability and confidence to make decisions independently and under pressure	x		AS/IN
Ability to communicate effectively, develop working relationships with residents, external partners and key stakeholders to deliver operational business excellence and improvement	x		AP/IN
Other attributes			
Good level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role in order to input data and complete reports	x		AS
The ability to remain calm under pressure in stressful circumstances	x		AS/IN
Ability and confidence to make decisions independently and under pressure	x		AS/IN

Ability to drive and possession of a current UK driving licence to travel to multi-site locations	x		AP
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Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.