

Extra Care Scheme Officer (Ryde Village or Green Meadows)

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

To deliver excellent scheme and facilities management to extra care housing residents, promoting the highest standards of quality, efficiency and consistency, in line with SH's vision, values and corporate culture.

To provide effective housing and site management at our extra care scheme in Ryde or Freshwater.

To promote an environment in which residents are encouraged to maintain their independence.

You will need to be able to work flexibly to meet resident and business needs including evening working and weekends and may be required to undertake wakeful nights. You will need to have a full driving licence and have use of a vehicle with business use insurance and be willing to drive the scheme minibuses.

You will be required to be on the on-call rota and will be subject to an enhanced Disclosure & Barring Service check. You will need to attend various training courses, some of which may be located on the mainland.

The location

You will work in our scheme in Ryde or Freshwater.

What you'll be doing:

Resident Services

- Ensure the extra care housing scheme is well run and that the building is safe and secure for residents
- Provide tenancy advice and services to residents signposting to relevant individuals where necessary for resolution, including low level rent and ASB issues Refer residents to specialist agencies for additional support
- Refer residents to specialist agencies for additional support where there is a well-being concern
- Liaise with Adult Social Care & Health to assess suitable nominations for the scheme and maintain a waiting list
- Facilitate letting our empty homes by arranging and supervising viewings and undertaking sign up procedures with potential applicants
- Lead on health and safety matters within the scheme
- Ensure repairs and faults are reported and quickly remedied
- Carry out estate inspections and health and safety inspections of the buildings, grounds and equipment
- Monitor the use of communal areas by residents, visitors and agencies and assist with the facilitation of community involvement initiatives and social events to support social inclusion
- Hold regular resident meetings promoting resident involvement, provide resident feedback and ensure actions arising are completed
- Instruct residents in the use of the community alarm system
- Support the Wellbeing team to carry out welfare checks where required
- Work with internal and external colleagues with regards to the appropriate delivery of volunteer support and well being services
- Supervising and overseeing cleaning and laundry staff and services as appropriate
- Support appropriate resident consultation for any major works and improvements to estates/schemes
- Support community relations by partnership working with police, community groups, parent groups, carers and relatives and the health and social care sector agencies
- Support the monitoring of the quality of service being received by residents and promote continuous service improvement at all time
- Collate and provide KPI's to monitor performance and contractual reporting
- Manage relationships with shared owners, and work with our freeholder to ensure compliance with shared ownership leases at all times, providing housing support where required.
- Complete annual tenancy audits for all residents in our rented apartments and shared ownership properties.
- To work with internal and external relations to support the sale of shared ownership properties
- To follow our support intervention policy at all times

Organisational responsibilities

- At all times adhere to SH policies and procedures, with specific reference to Confidentiality, Data Protection, Information Governance, Equal Opportunities and Diversity, Health and Safety, SI&C Quality Assurance, Lone Working and Safeguarding.

What you'll need:
Skills, knowledge, experience and abilities

Essential:

- You need to have experience of providing excellent customer care
- You need to have an understanding of the diverse needs of older people and people with a learning disability
- You need to have proven experience of supervising staff
- To be a role model for excellent customer service, creating a 'customer first' working environment
- You need to have proven experience of managing expectations, providing high standards of customer service and innovating to achieve results
- You need to be able to receive and respond to customer feedback and complaints professionally at all times.
- You need to be able to listen and keep people informed, be polite, friendly and helpful

Communication:

- You need to have a proven commitment of taking responsibility for sharing information and can communicate clearly, accurately and effectively using a range of different communications channels
- You need to be able to produce, analyse and present information in a clear transparent way that is easily understood
- You need to be able to learn and use IT and communication systems

Interpersonal skills and team working:

- You need to be able to work effectively as part of a team
- You need to have effective interpersonal skills and the ability to work collaboratively with stakeholders

Prioritisation/initiative:

- You need to be able to work flexibly, prioritise and manage competing demands
- You need to have the ability to form action plans and monitor outcomes
- You need to be results oriented, focused on service delivery and set high goals for personal and SH achievement
- You need to understand the need for continuous improvement and play an active role in delivering successful change

Desirable:

- To have experience of working with people who have care and support needs within an extra care housing environment
- To have experience of promoting resident involvement and participation initiatives
- To have up to date knowledge/experience of welfare benefit issues and/or benefits application processes
- To have experience of dealing with bereavement and loss
- To have experience of dealing with crisis situations
- To hold relevant Professional Body membership (or equivalent)
- To have relevant customer services or administration vocational qualification (or equivalent experience)

Qualifications/ professional development

Essential:

- You need to have GCSE level or equivalent relevant professional qualification, or qualified by experience with a good level of literacy and numeracy skills.
- You need to be able to evidence continuing professional development