

## JOB DESCRIPTION

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|------------------------------|-------------------------------------|
| <b>Job Title:</b>            | Scheme Manager                      |
| <b>Service / Department:</b> | Housing & Customer Services         |
| <b>Reports To:</b>           | Older Persons Manager               |
| <b>Responsible For:</b>      | Scheme services (no direct reports) |
| <b>DBS Check:</b>            | Enhanced with Adult                 |

### **Job Purpose:**

At Salvation Army Homes, we provide comprehensive, good quality housing services, support and resettlement.

To manage a sheltered scheme for people over 55, ensuring the administration, management and maintenance of the scheme is in accordance with published standards and procedures.

To have care and compassion with the needs of residents and to promote independence, dignity, choices, security, diversity, privacy, confidentiality, rights and wellbeing of residents.

To encourage participation and involvement in the Scheme's activities and with the wider community.

### **Main Duties and Responsibilities:**

- To oversee the day-to-day management of an Older Persons Scheme, providing support to residents and empowering them to live independently.
- The Scheme manager will be creative and supportive while delivering excellent housing management and customer service.
- By developing effective relationships internally and externally the Scheme Manager will deliver debt and money advice services, signpost residents to various third-party agencies including DWP, NHS, Local Authority Departments and specialist support providers.
- Deliver a proactive and effective generic housing management service to tenants in line with good practice, policies and procedures, Key Performance Indicators and Service Standards. This includes keeping customer records up to date and accurate.
- Represent Salvation Army Homes to customers and ensure they know how important they are to us and to work with customers to deliver a great customer experience of our service.
- Take ownership of a geographical generic patch and be solution orientated
- Always provide excellent customer service to both internal and external customers.
- Support our residents ensuring their rights as tenants are upheld and monitor their wellbeing to identify when additional support is required, demonstrating care and compassion
- Carry out regular checks on residents using texts where applicable with a kind and thoughtful approach in building relationships with residents

- Carry out Health and Safety inspections of the scheme as well as ensuring regular Fire Alarm checks, fire alarm drill and emergency lighting tests.
- Strong partnership working with other agencies such as local authorities, the Police, support agencies and other services will also be expected to develop multi-agency approach to tenancy management.
- Support residents with access to public services, health hospital community, Local Authorities including signposting to relevant services, assisting if required
- Complete new sign ups
- Complete simple DIY tasks and ensure the premises are kept safe and secure, and that there is full compliance with statutory requirements
- Ensure the property is kept well maintained and the communal areas are kept clean and tidy
- Control the potential loss of revenue by monitoring, reporting and taking action on voids and arrears to maximise income
- Maintain an efficient administration system which meets the needs set by Salvation Army Homes for records and reports, complying with statutory or regulatory requirements
- Keep building compliance records updated and maintained
- Liaise and maintain good working relationships with external contacts in order to facilitate referrals, support, payments and create a professional image of the association
- Safeguard and promote the welfare of individuals and families that come to our attention
- Adhere to the Association's policies, procedures and strategies as applicable with particular reference to the health and safety and diversity documents
- Undertake mandatory training as and when required by the Association or if identified as a training need. Undertake additional role specific training as and when required
- To undertake any reasonable additional duties as instructed by the line manager or senior management team within the spirit of the role or aims and objectives of the association
- The postholder is responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy

### **Related Activities:**

- Participate in essential training, role related training and to work in accordance with all relevant regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour
- To be consciously aware of and use Salvation Army Homes' safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- Maintain Salvation Army Homes' system requirements for creating and storing client records, reports and measuring outcomes
- Attend Resident Engagement meetings and forums.

- Liaise with local communities, network with voluntary groups and charities such as Social Inclusion
- Provide general supervision to either a Caretaker, Cleaner or an Apprentice, if relevant.
- Carry out duties as required in connection with the management of Salvation Army Homes' Older Person's schemes.
- Raise awareness within Salvation Army Homes of issues faced by our vulnerable tenants.

## PERSON SPECIFICATION

### Qualifications and Memberships:

Currently none required but you may be asked to undertake funded study to gain a relevant housing qualification if this becomes a regulatory requirement for this role.

### Aptitudes and Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with our residents and work in a trauma informed way
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Open to change and embraces new initiatives
- Works in a collaborative way
- Excellent time management skills
- Experience of successfully navigating challenging conversations
- Ability to develop and project a positive image of Salvation Army Homes through personal, written and oral skills
- Problem solving mindset
- Professional and value led with integrity, inclusivity and respect for diversity
- Able to work flexibly and when needed outside of normal working hours

### Experience and Interests:

- Experience of or knowledge related to working in social housing

- A good understanding of the different aspects of effective tenancy management and the importance of ensuring these are dealt with in a timely manner
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable tenants
- Experience of supporting vulnerable people or groups

### Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

|          |   |   |
|----------|---|---|
| <b>S</b> | <b>Servant Leadership</b> — we help people thrive | Have we given our audience everything they need to succeed in their next step?                  |
| <b>P</b> | <b>Passion</b> — we love our work                 | Have we spoken boldly and with confidence?<br>Have we spoken out rather than stayed silent?     |
| <b>I</b> | <b>Inclusion</b> — this is a team effort          | Have we kept our communication simple and to the point? Have we used clear, accessible English? |
| <b>R</b> | <b>Respect</b> —we show respect for all           | Have we given our audience credit for their intelligence? Have we advocated for our residents?  |
| <b>E</b> | <b>Empowerment</b> — we have trust                | Have we given the right context to our message?<br>Has our communication been story-driven?     |