



## **SCHEME MANAGER**

### **SWINDON**

**£16,120 TO £16,934 PER ANNUM, 35 HOURS PER WEEK**

Consultation, independence, dignity and respect provide the framework for this non-residential role. A background in social housing would be advantageous. Excellent customer service and proficient IT skills are required. However, most important is your commitment to delivering the very highest of standards.

For an informal discussion about this role, please contact Josephine Kay on 07887624872.

Our excellent benefits include 26 days annual leave and a contributory pension scheme.

To request an application pack, contact Sharon Webber on 0800 083 9283 or email [swsheltered.housing@sanctuary-housing.co.uk](mailto:swsheltered.housing@sanctuary-housing.co.uk) and quote SSB1193. Alternatively, visit [www.sanctuary-housing.co.uk](http://www.sanctuary-housing.co.uk) to request an application pack online.

Closing date: 11<sup>th</sup> March 2010

Interview date: 31<sup>st</sup> March 2010

### **Building Equality and Diversity**

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Shaftesbury is a trading name used by Shaftesbury Housing Association (an exempt charity). Shaftesbury Housing is a subsidiary of Sanctuary Housing (an exempt charity).



<b>Role Title</b>	Scheme Manager
<b>Reporting to</b>	
<b>Role Purpose</b>	To support residents in maintaining their well-being and independence and to support the delivery of quality housing management services that respond to customer and organisational needs

<b>Key Result Areas</b> <small>(KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)</small>	<b>Key Elements</b> <small>(Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).</small>	<b>% Time</b> <small>(Current priority for each KRA)</small>
<b>Service to Residents</b> Promote the well being of residents and maintain tenancies	<ul style="list-style-type: none"> <li>Respond to emergencies</li> <li>Build and maintain on going and trusting relationships with residents</li> <li>Monitor residents' well being and care packages to ensure appropriate support</li> <li>Contribute to multi-disciplinary assessments, and hospital discharge planning</li> <li>Build and maintain effective relationships with residents' families and appropriate external agencies</li> <li>Assess and responding to current and potential residents needs, acting as advocate when necessary</li> </ul>	
<b>Resident Involvement</b> Promote the independence of residents	<ul style="list-style-type: none"> <li>Encourage, support and co-ordinate social activities</li> <li>Establish and maintain links with the local community</li> <li>Encourage, in consultation with residents, full use of communal facilities, primarily by residents but also by other people in the neighbourhood</li> <li>Promote resident participation and involvement</li> </ul>	
<b>Local Environment</b> Ensure an attractive clean and secure local environment	<ul style="list-style-type: none"> <li>Monitor delivery of services, take appropriate action to deal with discrepancies</li> <li>Monitor service contract performance against specification, taking appropriate action, including reporting discrepancies to managers</li> <li>Ensure scheme is kept clean and secure in accordance with the organisations standards</li> <li>Ensure faults are reported and repairs completed</li> <li>Ensure compliance with health and safety, fire regulations and emergencies procedures</li> </ul>	
<b>Administration</b> Provide the administrative services required for effective service delivery	<ul style="list-style-type: none"> <li>Maintain accurate records and review them regularly</li> <li>Account for income and expenditure</li> <li>Maintain an accurate scheme inventory</li> </ul>	

## Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

<b>Core Competencies</b> (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	<b>Level</b> (The levels indicate the performance expected in this role)	<b>Indicators of Expected Performance</b> (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
<b>Adapt to change</b> <i>React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations</i>	1	<ul style="list-style-type: none"> <li>• Understand and recognise need for change</li> <li>• Accept change is ongoing</li> <li>• Be open to new ideas</li> <li>• Look for new and better ways of doing things</li> <li>• Remain focused on goal</li> <li>• Review and monitor systems and make changes if needed</li> <li>• Do not change if the best already exists</li> <li>• Learn from change</li> </ul>
<b>Communicate well with others</b> <i>Listen to the needs of others and convey information clearly and accurately</i>	2	<ul style="list-style-type: none"> <li>• Listen to others and ask questions to clarify points and sum up to ensure others understand</li> <li>• Be clear, concise, precise, use plain language</li> <li>• Be positive and constructive even under duress; Keep cool under pressure</li> <li>• Put across complex ideas simply both orally and in writing</li> <li>• Show sensitivity and understanding in every situation</li> <li>• Prepare in advance for discussion, identify key issues and develop valid responses</li> <li>• Achieve a constructive conclusion, even in difficult situations</li> <li>• Effectively use a wide range of communication tools and techniques</li> <li>• Ensure that any special communication needs are met</li> <li>• Provide reasoned, logical argument</li> </ul>
<b>Get the best out of self and others</b> <i>Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</i>	1	<ul style="list-style-type: none"> <li>• Rise to the challenge of doing a difficult task</li> <li>• Show confidence in own ability and expertise</li> <li>• Know own job and know themselves</li> <li>• Share in identifying their own training and development needs and utilise resources e.g. access to training and development/methods</li> <li>• Learn from mistakes</li> <li>• Take constructive criticism positively</li> <li>• Recognise own strengths and weaknesses including any stereo types or prejudices</li> </ul>
<b>Impress the customer</b> <i>Ensure service provided consistently meets customer needs</i>	2	<ul style="list-style-type: none"> <li>• Encourage and support staff to be client focused and creatively deal with queries/issues</li> <li>• Seek and monitor satisfaction levels responding appropriately</li> <li>• Review existing practices and procedures in when offering a quality service to ensure they are accessible to everyone, take into account any special needs</li> <li>• Offer a responsible service tailored to client needs</li> <li>• Ensure delivery of a top quality service</li> <li>• Make clients aware of what else they might need or may be useful</li> <li>• Successfully attract new customer</li> <li>• Deal effectively with complex and sensitive issues</li> </ul>
<b>Work well with others</b> <i>Contribute towards working as part of a team and involve others through liaising and building trust</i>	1	<ul style="list-style-type: none"> <li>• Know when you have the power/authority to make decisions and when to seek help</li> <li>• Be flexible</li> <li>• Share credit and responsibility</li> <li>• Share ideas, skills and knowledge</li> <li>• Work towards the common goals of the team</li> <li>• Be prepared to listen and support other team members and staff in the wider organisation</li> <li>• Understand own/others roles and impact upon each other</li> <li>• Be aware of own role in organisation and how it contributes to organisation strategy</li> </ul>

<b>Role-specific Competencies</b> <small>(Role-specific competencies are those Competencies which may apply specifically to the role)</small>	<b>Level</b> <small>(The levels indicate the performance expected in this role)</small>	<b>Indicators of Expected Performance</b> <small>(A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)</small>
<b>Influence, persuade and negotiate</b> <i>Achieve a positive outcome for the organisation through effective negotiation</i>	1	<ul style="list-style-type: none"> <li>• Aim for positive outcome for all parties not for personal gain</li> <li>• Find, and build, on common ground</li> <li>• Self check when and why issues are difficult</li> <li>• Regularly review</li> <li>• Concentrate on issues not personalities</li> <li>• Do not prejudge</li> <li>• Know when to compromise</li> </ul>
<b>Make decisions and implement solutions</b> <i>Reach decisions to resolve problems</i>	1	<ul style="list-style-type: none"> <li>• Make realistic, workable and timely decisions and know when need more time to make the decision</li> <li>• Be aware of the consequences/knock on effects of decision/problem</li> <li>• Accept could get it wrong</li> <li>• Be able to identify, describe and define the problem</li> <li>• Prepare to make the decision/solve the problem, seeing it through accepting full ownership</li> <li>• Engage in meaningful consultation and check all facts before making the decision</li> </ul>
<b>Plan and organise effectively</b> <i>Plan, prioritise and think ahead to maximise efficiency and meet deadlines</i>	1	<ul style="list-style-type: none"> <li>• Identify priorities and work within deadlines</li> <li>• Think ahead</li> <li>• Be realistic about the time it takes to do things</li> <li>• Monitor progress to keep on track towards objectives and review plans</li> <li>• Have a plan B</li> <li>• Ask for help to decide priorities when there are conflicting demands</li> <li>• Be aware of impending tasks and targets</li> <li>• Document work so others can take over in absence</li> </ul>

### Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below)

#### *Job-related skills, knowledge and/or experience for the role:*

- Qualified or willing to study for the National Certificate in Supported Housing or equivalent
- Knowledge of key needs of and services for older people
- Experience of working with older people, which should preferably be for a minimum of 2 years in one of the following capacities:
  - as a warden or equivalent
  - as a home carer or equivalent
  - as a carer
- Positive and professional attitude towards older people
- Knowledge of community care values, policies and procedures
- Ability to stay calm and constructive in emergencies

#### *Relevant technical, vocational or educational qualifications for the role:*

- Some travel required, Drivers Licence desirable

#### *Knowledge of software packages:*

- N/A

#### *Staff management skills/experience:*

- N/A

## Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Attend Association Induction and Equal Opportunities training
- Local Induction Programme undertaken including Introduction to scheme and residents and familiar with operation of scheme equipment
- Individual training in policies, procedures and service standards, including Scheme Managers Manual and attending 3 day Scheme Managers training
- Establish relationships with key contacts
- Understand own role and objectives
- Attend training in Food Hygiene (if applicable) and First Aid
- Start to build up support network and relationships with external agencies

Estimated time to complete initial induction & training

6 months

## How would trained & proficient performance be displayed?

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

## Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange			✓			
2	Agreeing and Interpreting	✓				✓	
3	Leading and Influencing						

## Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Out of hours - emergency response may be required
- Working on site in a sheltered housing environment, usually alone
- Occasional travel and off-site home visits may be required