



# Grŵp Cynefin

Mwy na thai • More than housing

**CYNEFIN GROUP**

**JOB DESCRIPTION**

## **OLDER PEOPLE'S HOUSING OFFICER**

<b>Department:</b>	Operations
<b>Accountable to:</b>	Older People's Senior Officer
<b>Responsible for:</b>	Irrelevant
<b>Job location:</b>	Denbigh or Bala Office / Working from home – to be agreed and the post holder is expected to spend time on the sites of the Association's other sheltered and extra care schemes

### **PURPOSE OF THE POST:**

- Ensure an effective housing management service in the extra care and sheltered housing schemes for older people so that Grŵp Cynefin exceeds: maximising the Association's rental income; fair and effective letting of property; dealing with cases of anti-social behaviour.
- Work effectively as part of the supported housing team to provide an effective and efficient housing management service to tenants and other clients, in accordance with Association Customer Care policies, procedures and standards.
- Co-ordinate service reviews within the schemes
- Assist in providing appropriate support to tenants to enable them to successfully maintain their tenancy; respecting and promoting their rights, choices and independence
- Assist the team in ensuring staff presence in the schemes as necessary.

## **JOB RESPONSIBILITIES:**

1. Administer rental accounts and services (utilities) processes correctly and keep information up to date, including opening new tenancies and closing accounts in a timely manner. Maximize the Association's rental income by effectively managing rent arrears.
2. Regularly liaise with the Department of Housing Benefits to ensure rents are paid on time, to manage overcharges and to discuss appeals. Contact the Supporting People Department regarding SPP Grant payments.
3. Promote financial capacity and support the tenants to be properly informed about their entitlements, welfare benefits, funding etc to reduce the risk of them incurring rent debt and ensure tenancy sustainability. Refer to specialist services as necessary.
4. Assist in ensuring that the rent increases process and annual service pay is properly administered.
5. Coordinate and collaborate to carry out service reviews in the plans, including consultation and measurement of tenant satisfaction and response to service feedback, to identify good practice and areas for improvement and promote continuous improvement.
6. Collaborate with the Senior Officer to report outcomes or performance indicators as necessary.
7. Accurately record property management information on the computer system and keep it up to date.
8. Assist in ensuring a diverse programme of social activities and facilitate the use of the community facilities in the schemes. Encourage and support residents to get involved and organise and run activities of their own. Conduct risk assessments as applicable.
9. In the absence of Scheme Managers, contact the tenants regularly and deal with any enquiry promptly and effectively. Provide appropriate support to residents to enable them to successfully maintain their tenancy.
10. Develop an effective working relationship with the care team on the Extra Care Plans site.
11. Assist in responding promptly to incidents of neighbour disputes or anti-social behaviour. Discuss serious cases with the Senior Officer.
12. In the absence of the Scheme Managers to be responsible for letting properties in accordance with the policy and procedures of the Association.

Attend Installation Panels and make contact with Housing Options Tim as needed.

13. Collaborate with catering and cleaning service providers on site to ensure a standard service.
14. Collaborate with the Maintenance Team to maintain the standards and condition of the Society's property. Work together to monitor the standard of contractors' work on site e.g. cleaning or gardening.
15. In collaboration with the Scheme Managers with the Health and Safety Manager, check the health and safety issues of the schemes in accordance with Association procedures , including risk assessments, fire system testing, CCTV and telecare. Ensure residents are aware of the emergency arrangements and ensure the Association's PEEPS (Personal Emergency Evacuation Plans) process is implemented. Keep a register of furniture and community equipment and ensure they are in standard and safe condition. Work together to ensure the on-site care team, external undertakers etc are aware of the scheme's emergency arrangements. Keep a register of furniture and community equipment and ensure they are in standard and safe condition.
16. In the absence of Scheme Managers, ensure that line of care provision is transferred during periods when staff are not on site. Be responsible for checking line of care coverage is working. Ensure that the line of care provider receives accurate and up-to-date information about the tenants.
17. Create positive links with the wider community for the benefit of tenants and ensure that the scheme is a useful resource for the local community. Work with the Senior Officer to ensure plans are marketed effectively.

**CORPORATE RESPONSIBILITIES:**

<b>Service Delivery</b>	<ul style="list-style-type: none"><li>• Getting the job done to a high standard, on time and within budgets</li><li>• Respond to internal and external customers promptly and professionally</li><li>• Providing advice and support to co-workers/customers</li><li>• Submit regular reports within the responsibilities of the position</li><li>• Comply with all policies and any applicable legislation</li></ul>
<b>Performance</b>	<ul style="list-style-type: none"><li>• Contributing towards the successful achievement of Key Performance Standards</li><li>• Working towards the aims and objectives of Grŵp Cynefin and supporting the development of the body</li></ul>
<b>Policies and Processes</b>	<ul style="list-style-type: none"><li>• Working in accordance with all Cynefin Group policies and processes</li><li>• Ensure policies and processes align with legislative, managerial and well-practiced requirements</li><li>• Review and propose policy improvements to support continuous improvement</li></ul>
<b>Financial and Budgetary</b>	<ul style="list-style-type: none"><li>• Donate to effective budget management</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Representing Grŵp Cynefin effectively externally by conveying a professional and positive image on all occasions</li><li>• Commitment to tenant participation in all aspects of work</li><li>• Be available outside normal working hours in crisis situations</li><li>• Practice basic first aid where appropriate</li></ul>

The above Job Description is not an exhaustive list of the duties and responsibilities of the position.

It will be necessary to undertake other duties within the scale of the post from time to time in discussion with the Senior Elders Officer and the Manager.

The job description is reviewed regularly and in accordance with service requirements.

Any proposed change will be discussed with the office holder.

**PERSONAL RESPONSIBILITIES:**

Act in accordance with Cynefin Group values:-

<b>Open</b>	Transparent in the way we work with in decision making. Willing to work together to achieve the best results.
<b>Innovative</b>	Forward thinking and ready to challenge ourselves to discover new ways to operate and deliver the highest quality services to our customers.
<b>Encouraging</b>	Working with passion to support our customers, co-workers and partners as well as help our communities succeed.
<b>Accomplish</b>	Operate professionally using our expertise, to ensure the prosperity of the company and our people. Always aim for continuous improvement and value for money.
<b>Respect</b>	Respect each other with others, promote equality and reject any prejudice

Ensuring confidentiality, security and integrity of data  
Promote and act in accordance with the Health and Safety Policy  
Promoting equality and diversity in all aspects of work

It is expected that all staff within Grŵp Cynefin operate within our Competency Framework, which are behaviours or skills that are essential for effective performance:

- Effective Communication
- Work as Team
- Working Effectively and Efficiently
- Customer Excellence
- Continuous Improvement

**MAIN LINKS TO THE POST:**

Internal: All Habitat Group staff

External: Tenants, prospective tenants, families, members of the public, care/support providers, voluntary and statutory agencies, social workers, health workers, housing departments and housing benefit

## **NORMAL WORK ENVIRONMENT:**

- Extra Care Housing Schemes and Association sheltered housing
- Work at a desk in an office
- Home visits
- Travel to meetings / training / Sheltered Housing Schemes/Extra Care Housing
- Use of specific equipment e.g. health and safety
- Standard office hours with additional hours periodically in crisis situations or to attend meetings outside of office hours.
- **The Association's sheltered and extra care housing schemes are located in Holyhead, Ruthin, Bala, Porthmadog, Tremadog, Dolgellau and Denbigh.**

## PERSON SPECIFICATION

All criteria are considered essential unless indicated as desirable

### Education and Qualifications:

A Level (2+) (desirable)  
NVQ level 3  
BTEC National diploma  
BTEC ONC  
City and Guilds Level 3  
or the experiential equivalent

### Professional Experience:

Experience in providing services to older people  
Experience working together to provide services  
Experience of working in housing or supported housing (Desirable)  
Supporting People field experience (Desirable)  
Experience managing a supported housing scheme/older people's field (Desirable)  
Service improvement experience (Desirable)  
Understanding of welfare benefits (Desirable)

### Knowledge and Skills:

Knowledge and understanding of the social housing field  
Has skills to solve problems  
Excellent organisational skills  
Ability to freelance, and work effectively under pressure  
Can work well together as part of a team  
Be able to respond to a call of emergency and guide others in a reasonable and unobtrusive manner  
Understanding about Vulnerability Protection processes  
Understanding about Health and Safety processes  
Can use information technology to get the job done  
Full current driving licence  
Bilingual (English and Welsh) in the following or higher levels:  
Understand: Can follow normal work-related conversations in both languages between fluent speakers  
Talk: Can hold a pretty in-depth conversation about routine work issues in both languages  
Read: Can read and understand common and technical material with a dictionary in both languages  
To write: Can draft normal text with editorial support in both languages

### Leadership and Management

Able to work effectively with a focus on results  
Commitment to providing excellent customer services  
Have a style to work collaboratively  
Ability to manage time and resources effectively  
Ability to manage a small team of staff

**Summary of Terms and Conditions  
Senior People's Housing Officer**

<b>Type of agreement</b>	Permanent
<b>Salary</b>	Band D, Point 1 – 5 £28,428 - £31,995 Salary is paid on the 20th of each month The position is offered at the lowest point of the band
<b>Holidays:</b>	30 days a year plus the statutory bank holidays and the period between Christmas and New Year
<b>Travel:</b>	Essential car user
<b>Pension:</b>	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
<b>Probation:</b>	6 months
<b>Working hours and work organisation</b>	35 hours per week Mon - Fri Flexi scheme is implemented
<b>Sick pay</b>	An occupational sick pay scheme is implemented.
<b>Special Absences</b>	5 paid pro rata days in any 12 month period to care for certain dependents 2 days pro rata with pay to get married, to move house, to divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay on occasion of bereavement. Up to 3 months pro rata with pay to care for a close relative with terminal disease
<b>Lifestyle benefits</b>	Access to our wellbeing scheme Flexible working facilities and the ability to work remotely/ work from home if suitable.
<b>Personal Development</b>	If you have professional qualifications and pay annual professional fees to your membership body, we will pay one of these each year to help you stay connected and up to date with the latest information and education from your professional body. We also want all our colleagues to enjoy the benefits of lifelong learning, so if you work with us we will invest in you in this way too!
<b>Disclosure and Barring Service (DBS) Check</b>	Enhanced/Adult/Barred Check