



POST:
Housing Care Manager

LOCATION:
Development Based

PURPOSE OF JOB

To manage the Housing with Care service, by ensuring tenants are provided with the means to maintain independent tenancies in a warm, friendly and safe environment and are directly supported in their homes by providing individual advice, practical housing support assistance, direct personal and emotional care.

To manage the staff team, ensuring that all services are delivered flexibly, innovatively and in a responsible manner.

MAIN DUTIES & ACTIVITIES

Line Management

- Manage all development staff in the Housing with Care structure, including dealing with recruitment, training, support and development and all other employee related matters in accordance with Trust Housing Association's policies and procedures. Deliver regular supervision meetings with staff, annual staff appraisals and team meetings.
- To manage and supervise the work of all development staff, including establishing rotas and suitable shift patterns and ensuring that cover is providing for all shifts. Any fundamental permanent changes to the rota must be agreed in advance with the line manager.
- Manage, monitor and review systems for performance monitoring to ensure agreed service levels are achieved.
- Establish and maintain effective day to day communication systems within the development between all staff, tenants and external visitors.
- Maintain good communication with other Housing with Care Services and Local Authority partners through attendance at both internal and external meeting as required.

Property Management, Maintenance and Security

- Monitor and ensure that the property is maintained to a high standard both materially, in respect of cleanliness, and that all repairs are reported in the appropriate way.
- Promote and monitor the safety and security of the building, ensuring staff and tenants adhere to the appropriate processes and use of technology such as, door entry system and managing the reporting of any incidents to the appropriate internal departments and external agencies.
- Monitor the testing of all development based equipment ensure all safety checks are completed within the designated required time scales and in line with the Associations' related Policies and Procedures (e.g. Fire Alarm Safety, Alarm Call System, Door Entry System, Lift etc)
- To manage the use of all the communal facilities in line with the Associations' Policies and Procedures, encouraging the appropriate use of these facilities for the benefit of the tenants and wider community.

Tenancy Issues and Relationships

- Actively encourage, promote and facilitate opportunities for tenant/resident participation and consultation processes in all Trust Associations' activities.
- Actively promote good relationships among tenants while ensuring that the maintenance of confidentiality in respect of matters pertaining to tenants and association.
- Ensure that all information and documentation in relations to the tenancy is completed appropriately for all tenants.
- Enable tenant access to advice and assistance in regards to the payment of rent, claiming housing and other benefits and local Council charges in relation to their care and support services.

Tenant Care and Support

- Implement all policies and procedures in respect of Trust Housing Association's work within the Housing with Care Service and ensure that these are carried out efficiently and effectively.
- To coordinate and monitor the completion of care and support plans that are individualised to each tenant according to their assessed needs, and ensure that the care and support plans are complete to a high standard and reviewed in conjunction with the tenant and/or tenant family and any relevant external agencies on regular basis as directed in the relevant Policy and Procedures.

- To monitor and evaluate that the care and support service received by each tenant meets their identified needs, where there needs are identified that are not yet being met coordinate referrals to external agencies.
- Develop, manage and review housing support and care at home services within the Housing with Care Service in line with Association policies & procedures.
- Oversee the day to day management of the meals service including, menu planning taking into consideration individual tenant dietary requirements, appropriate budgeting process in food purchasing and adherence to Food Safety Risk Analysis (HACCP).
- To ensure all aspects of the service operate in line with National Care Standards, and assist in the preparations and delivery of the Care Commission Inspection process.

Administration and Finance

- Ensure that all administrative tasks in relation to the management of the development in line with the Associations Policies and Procedures, including the maintenance of the appropriate property, tenant, financial and monitoring records in line with the Housing with Care service and liaising with internal departments and/or external agencies when appropriate..
- Collate and monitor an accurate record of the hours of service delivery in line with the agreed contract and process for the service for invoicing purposes.
- Manage the allocation of void properties in line with the agreed nomination process with the relevant Local Authority, which may include allocation meetings and assessment visits.

Equality, Diversity and Inclusion (EDI)

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

Other Duties and Responsibilities

- To undertake training considered appropriate for the post as required.

To undertake any other relevant duties as considered appropriate to the post

REPORTING ARRANGEMENTS

The Housing Care Manager reports to the Service Manager, Housing & Support who will agree, through regular support meetings the relevant priority to be given to the above tasks. The Housing Care Manager will, however, be responsible for organising and prioritising work on a day-to-day basis.

PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Effective communication skills to be able to liaise and negotiate with internal/external colleagues, and applicants/carers	✓	
Effective written and verbal presentation skills	✓	
Ability to be creative and innovative to develop housing and property services to meet legislative and policy requirements	✓	
Ability to support and motivate colleagues	✓	
Ability to handle pressures of conflicting priorities	✓	
A good understanding of IT as a tool for performance monitoring and benchmarking	✓	
The skills and abilities to successfully lead, develop and support a staff team.	✓	
Education, Qualifications, Training & Development	Essential	Desirable
Degree in a related discipline		✓
Diploma/SVQ in related discipline	✓	
Other factors and attributes	Essential	Desirable
Commitment to continuous improvement, development of good practice and high quality provision of services.	✓	
Prepared to undertake occasional out of hours working	✓	
Current driving licence	✓	
Satisfactory PVG Check	✓	
Equal Opportunities	Essential	Desirable

This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	
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Signed

Dated