



**HOUSING & CARE  
MANAGER**

**Extra Care**

Job Description and Person  
Specification

**The Wrekin**  
Housing Group

# The Wrekin Housing Group

## Housing & Care Manager

**Responsible to: Regional Manager**

This is a broad outline of what is expected of the post holder: -

**Key regulatory responsibilities and duties of the role:**

| Responsibilities:   | Responsible to & Key legislation   |
|---|--|
| Managing 50-140 tenancies and 50-280 tenants (scheme dependant)   | Regulator for Social Housing   |
| Responsible for tenancy management & associated support for over 250 hours of delivery per week   | Care Quality Commission  |
| Approximately 100-300 hours of care delivery (scheme dependant)   | Health & Safety Executive  |
| Managing the communal facilities for both internal and external customers, hosting events and ensuring a thriving café business   | Food Standards Agency  |
| Responsible for the full building compliance ensuring we are fully compliant at all times with building safety regulations  | Building Safety Act 2022   |
| Handling any ASB cases as required. Managing any upcoming voids, turn-around times, redecoration process and the end-to-end lettings process, accompanied viewings, working with key teams. | Safeguarding vulnerable groups act 2006  |
| Ensuring referrals are completed to housing benefit, council tax, ensuring the tenancy is financially viable for the individual, liaising with money matters, applying for benefits         | Fire Safety Act 2021 & Fire Safety Regulations (England) 2022  |
| Housing management to include tenancy management, amendments, successions and assignments and hosting tenants meetings  | All individuals will be required to complete any training as deemed necessary in line with our regulatory bodies |
| Risk assessments completion for any events/catering or other Health & Safety related situations that come up  | Social Housing Regulation Bill 2023  |

### Key Objectives

- To lead the onsite team in the delivery of excellent tenant focused service and ensuring the delivery of the full range of housing activities.
- To welcome residents, family members and external visitors to the Group premises, ensuring all customer requests are dealt with efficiently. Take incoming

phone calls, deal with queries and liaise with team members and customers ensuring that all staff are upskilled to deliver excellent customer service.

- To assist customer who wish to register on the Groups letting system and to assist in booking and coordinating viewings for potential customers.
- To ensure all wellbeing assessments are carried out for our customers, monitoring and addressing any concerns as they arise.
- To assist customers in reporting and recording Anti-Social behaviour and ensure that swift action is taken to address any concerns.
- To ensure the Health & Safety checks are completed in accordance with the guidance, reporting and addressing any issues as soon as they arise.
- To be the designated Housing and Care Manager responsible for the overall running of a 24/7 service to the ShireLiving scheme. Promoting safety, security and reassurance to customers by delivering excellent housing, care and support services.
- To ensure the building operates effectively in accordance with Health and Safety requirements, tenancies are conducted in line with tenancy agreements, care is delivered to those who need it, catering services, social events and activities are organised and facilitated and meet the needs of customers.
- To proactively manage the schemes income and expenditure, striving to improve efficiency and cost effectiveness of the service whilst meeting quality standards and customer satisfaction.
- To create vibrant and positive communities that embrace diversity and equality by promoting a variety of social events and activities that are accessible to customers both on and off scheme.
- Ensure the scheme management & administration is recorded correctly and complies with all relevant policies and procedures.
- To develop positive partnerships with other stakeholders including residents, community groups, health and social care and other agencies.

## **GENERAL RESPONSIBILITIES**

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Groups Standing Orders
- To uphold, as an individual employee, the Groups' Corporate Policies, in particular in the areas of:

- Health and Safety

- Equal Opportunities and BME Policies
- Safeguarding
- Confidentiality and Data Protection
- Food Safety
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues
- To keep confidentiality at all times

### **Team Management**

- To ensure that your team works within the Groups regulatory standards & standards set out that are regulated by the Care Quality Commission.
- Ensure that employees are effectively recruited and managed, ensuring the visions and values of the Group quickly become embedded within an individual's way of working.
- To lead, develop and deploy a team to deliver excellent customer -focused services within the ShireLiving Schemes.
- To provide knowledgeable direction, advice and support to enable team members to take a lead within their roles. Empower them to make decisions and learn from their experiences.
- Identify and ensure that team members receive the appropriate training so that their development needs are met and demonstrated through excellent customer service delivery.
- To undertake regular supervision through a mixture of individual and team meetings. Use these sessions to promote effective working practices, problem solving and system thinking analysis to maximise performance.
- Set high standards, challenge and investigate underperformance and take appropriate action in cases of capability or misconduct. Seek improvement by monitoring activities and devising and implementing action plans.

### **Income Management**

- To be responsible for proactively managing the income and expenditure of the scheme, maximizing opportunities to generate income, identify cost savings and efficiencies whilst ensuring that quality and value for money remains a priority.
- Ensure that all income is collected in accordance with the income management policy and procedure.

- Give advice, support and assistance to customers who need to claim benefits or maximise their income once their health deteriorates or there is a change in circumstances.
- To collect and bank appropriately all monies for TV licences, guest bedroom & community room hire.
- Be responsible for ordering supplies for the scheme such as cleaning materials, stationary furniture, catering supplies, and equipment.

### **Allocations/Lettings & Management of Empty Homes**

- To be responsible for ensuring that homes are occupied in accordance with policy and are allocated in a timely manner.
- Ensure customers are fully supported and experience excellent customer service throughout the lettings process and throughout the duration of their tenancy.
- To give advice and guidance when required, to all existing and prospective customers on housing options available such as lettings, transfers and mutual exchanges.
- Plan, organise and participate in marketing events and promotions of ShireLiving to ensure that there is constant demand.

### **Tenancy Management/ Anti-social behaviour**

- To manage each tenancy in line with the fixed term tenancy management process and ensure that customers understand their rights and responsibilities in accordance with their tenancy agreement.
- To carry out amendments, assignments and successions in accordance with the tenancy management policy.
- Give assistance to access the correct welfare benefits to maximize income and assist with the process and form filling.
- Ensure the management of the tenancy is tailored to the needs of the customer and that all support interventions have been exhausted before undertaking tenancy enforcement action.
- Hold regular resident meetings on site and record outcomes and circulate to all.

- To be responsible for ensuring high standards of people and building safety at all times and these are clearly communicated to and understood by employees and stakeholders.
- To be responsible for ensuring 100% compliance with statutory regulations.
- Be responsible for the effective monitoring and control of systems to record and monitor Health and Safety compliance.
- Respond to calls activated by all alarm system within the scheme.
- Ensure the scheme management and administration is recorded correctly and complies with all relevant policies and procedures.
- Regularly review the Business Continuity Plan for the scheme and ensure that employees and stakeholders understand what to do in the event of an emergency.

### **Repairs and Maintenance**

- To be responsible for monitoring the quality of contractors providing services on scheme (services paid for via service charges such as ground maintenance, window cleaning, laundry equipment, etc)
- To report repairs in accordance with the Groups procedures for residents and communal areas.
- Co-ordinate works to the building assistant or appropriate trades (Handy man service) to undertake small minor works such as replacing light bulbs, putting up shelving etc.
- To work alongside asset management to identify works who have a specific need relating to planned programmed of works and maintenance.
- To assist in coordinating a timetable to access properties in order for planned works to be completed.

### **Stakeholder & Partnership Engagement**

- Establish excellent links and referral pathways with outside agencies e.g., social care, GP's, health visitors, carers, etc.
- Carry out the installation of assistive technology and liaise with the care provider regarding the appropriate response.

### **Intensive Housing Management Customer Services**

- Ensure customers are fully aware of the services on offer to enhance their

experience whilst living in extra care.

- To be responsible for the delivery of a housing management service, that meet and adapts to the needs of customers.
- Ensure social events and activities are engaging, well attended and deliver positive health and well-being outcomes.
- To proactively engage with customers, manage customer complaints and queries ensuring that we effectively listen to customers, learn from feedback and improve service delivery and customer satisfaction.

### **Care and Support Management**

- Ensure that all customers to the service receive a comprehensive assessment that meets their individual needs and an individual contract with clear details of service delivery and appropriate costings.
- Formulate, monitor and review customers care packages and ensure review meetings are held to monitor service delivery and customer satisfaction.
- Ensure the management and staff team recognise and facilitate customers care packages to ensure valued outcomes are achieved.
- Uphold the principles of delivering person centred services and how this translates into day-to-day service delivery and contribute to the development of a person-centred organisation.
- In line with a person-centred approach ensure service users are effectively involved in the planning and evaluation of the care and support they receive and ensure that the management and staff team develop good professional relationships with service user's family, friends and professionals in order to enhance the care and support being delivered to the service users.
- Ensure customers are treated with consistent dignity and respect especially in relation to their sex, ethnicity, culture and religion and that management and staff team support individuals in exercising their rights and choices.
- Through pro-active management, audit and inspection ensure that customers care packages and all other records are accurate, maintained properly to facilitate effective evaluation, and monitor their care and support needs.
- Utilise appropriate risk assessment tools in order to identify actual and potential risks and implement appropriate interventions.
- Effectively safeguard customers from abuse and harm through the implementation of the organisations Safeguarding Policy.
- Behave with maximum integrity in all dealings with service users personal and financial affairs, and avoid abuse of the privileged relationship that exists with



service users and ensure that all members of the staff team are conscious of professional boundaries.

## THE WREKIN HOUSING GROUP

### PERSON SPECIFICATION HOUSING & CARE MANAGER

#### QUALIFICATIONS:

- 5 GCSE's (Grade A-C) or equivalent including English Language and Mathematics – Essential
- Possession of a relevant HNC or NVQ Level 5 or willingness to work towards
- ICT qualification - Highly Desirable
- A valid First Aid certificate (or a willingness to work towards)
- A valid Food Hygiene certificate (or a willingness to work towards)
- Driving license. – Essential

#### KNOWLEDGE, SKILLS AND EXPERIENCE:

- Substantial, relevant experience working in a supported housing / Care environment and understanding the needs of older people and those with complex health needs
- To accurately work within legal frameworks around Care quality commissions, tenancy law, employment law and health and safety
- Can demonstrate knowledge/experience of working with customers who live with dementia
- Sound understanding of I.T. applications and can present information in different formats
- Experience of managing and developing teams to deliver high standards of service delivery teams
- Experience of working alongside stakeholder to deliver joined up solutions that benefits customers
- Can demonstrate continued personal development through appropriate training and development activities.

## COMPETENCIES:

- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work to meet deadlines. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team members, actively involving team in decision-making and problem solving to improve services.
- Assists in identifying and defining problems, taking appropriate measures to resolve them through consultation with team members and managers.
- Communicates objectives clearly. Meets deadlines through planning and monitoring delivery with team. Keeps all appropriate parties informed of progress.
- Demonstrates judgement and the ability to take decisions at a local level, seeking advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share Information.

## OTHER

- Flexibility of approach and a willingness to work outside of normal working hours in an emergency
- To be part of an on-call emergency rota
- To work at other locations when required
- Enhanced Disclosure and Barring Check with be required