**Yorkshire Housing Role Profile**

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| **Job title:** | Scheme Manager | **Leader of others:** | No |
| **Reports to:** | Customer Independence Manager | **Contract type:** | Fixed |
| **Business Area** | Customer Independence | **Budget holder?** | Yes |

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| **Job purpose** |
| Day to day responsibility for the running of an older persons housing scheme or a group of schemes providing support and signposting for customers, housing management including lettings and tenancy management. Responsible for premises management, including communal areas and community centres as required, including liaison with Yorkshire Housing teams such as Property Services and third-party organisations providing care and other services to residents. Has a key input into asset management including cyclical maintenance and repairs. Will support schemes and customers to make the move towards the comprehensive use of assistive technology. Enables a vibrant community within the scheme by promoting activities and liaising with local partners to ensure there is a programme of social and health promotion events. |

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| **Key responsibilities** |
| *Housing Management*   * Ensure that the look and feel of the extra care scheme is warm, welcoming and appealing to customers, their families, guests and potential residents. * Allocate properties, including conducting sign ups (issuing tenancies, ensuring all documentation is completed and procedures are followed), inducting new customers into the scheme and advising of all YH services. * Regularly review customers rent, service charge, supporting people and sundry accounts to ensure proper control of income collection. * Manage tenancy issues for example low-level ASB, disputes between tenants, enforcing scooter policy etc. * Responsible for the management of health and safety, including fire safety, in accordance with YH policies, ensuring all risk assessments are completed and regular checks are carried out and documented appropriately. * Manage communal areas and community centres as required, including managing usage, repairs reporting, contractor supervision and all other relevant housing management tasks. * Actively promote empty properties to reduce void days and rent loss.   *Customer Support*   * Assess needs and risks to customers, develop appropriate support plans, signpost and refer to other agencies and conduct wellbeing checks as agreed. * When on duty, respond to enquiries received through the emergency call system and take action as appropriate to the situation. * Build and maintain close partnership working with health professionals, social workers, support agencies and relatives in order to meet customer needs and ensure regular case reviews to maintain high quality support to customers. * Monitor and alert to any safeguarding issues in line with YH policies. * To manage the use of the building for social activities, promoting and encouraging the use of the scheme and its facilities to external groups within the wider community incorporating activities that may be of interest to customers. * Seek regular feedback from customers and stakeholders to continuously improve the services.   *General Management*   * Responsible for ordering items required for building maintenance and stock   control as appropriate.   * Undertake any other reasonable duties as required in line with the general level of responsibility for the post. * Carry out other duties that may reasonably fall within scope. * Take part in an on-call rota to provide out-of-hours support and advice for Yorkshire Housing’s sheltered schemes, in line with the out-of-hours procedure. * Offer support to other schemes when required by business need. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Proficient in the use of ICT systems and Microsoft packages. * Relevant housing management experience. * Experience of supporting older and/or vulnerable customers. * Excellent communication skills, ability to communicate with a wide range of * customers and professional. * Demonstrable ability to prioritise and deliver agreed outcomes. * Demonstrable track record of delivering excellent customer service. * Evidence of effective partnership working and network development. * Excellent organisational skills. * Knowledge of care and support packages. * Ability to work without direct supervision. * In-depth knowledge of services available to older people. * Full UK driving license and access to a car for business purposes. |
| **It would be a bonus if you have:** |
| * Experience of working within a housing or social care environment. * Leadership and management qualifications. * Recent experience of working in a Scheme Manager role. |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |