JOB DESCRIPTION

SHELTERED CARELINE SERVICES

TITLE Supported Housing Sheltered Housing and Careline Services Officer
GRADE Level 6 £21,057 - £23,935
DATE February 2015
RESPONSIBLE TO Supported Housing Sheltered Housing and Careline Services Manager

PURPOSE OF ROLE: As the Supported Housing Services Officer Sheltered and Careline for South Essex Homes you will be responsible for assisting with the day to day provision of an excellent, customer focused Careline and Sheltered service for residents and other clients.

You will actively contribute to developing and delivering the services in accordance with the objectives of the Company.

You will work across all aspects of the Company’s operations to ensure achievement of key objectives. Supported Housing Services Officers Sheltered and Careline will assist in contributing to initiatives intended to grow the business and the continued development and sustainability of South Essex Homes.

DUTIES AND RESPONSIBILITIES
The Supported Housing Services Officer (Sheltered and Careline) will be expected to undertake any duties consistent with their role within the organisation.

The Supported Housing Services Officer (Sheltered and Careline) will support the Supported Housing Services Manager in cross functional working as required to deliver customer focused and value for money services at all times and will:-

- Carry out daily welfare calls; either at Schemes or via the Careline Control Centre.
- Complying with the Quality Assessment Framework; and TSA Accreditation
- Identifying and mitigating risks associated with elderly, disabled and vulnerable residents;
- Answer all calls received through the Careline console or Scheme handset and to provide whatever level of response is required.
- Carrying out inspections on a regular basis and ensure a high standard of cleanliness is maintained and that all health and safety standards are maintained
- Carry out all necessary drills, testing, record keeping;
- Facilitate social activity and maximize the use of communal lounges, offer advice and information on housing and support;
- Carry out viewings with potential tenants of void sheltered properties;
- Carry out regular scheme meetings;
- Collect television license fees and guest room fees;
- Promote Sheltered Housing/ Careline services and offer appropriate advice to elderly persons on housing issues;
- Attend seminars and conferences;
- Provide out of hours cover as required;(Careline or Sheltered)

Comply with achieving optimum performance and delivery of corporate and group objectives.

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Comply with delivering on local performance plans and targets to ensure that South Essex Homes meets top quartile performance.

Comply with delivering service improvements consistent with the organizations objective of delivering excellent services.

The Supported Housing Services Officer (Sheltered and Careline) will comply with quality and service standards, policies and procedures and ensure the highest possible standards of service to tenants in relation to the Careline and Sheltered service, specifically:

- Carry out daily welfare calls; either at the Schemes or via the Careline Control Centre
- To play a full part in and be accountable for the day to day provision of the Sheltered/Careline service
- Monitor South Essex Homes Staff and others whilst on out of hours call-out
- To ensure both screen data and hard copy details of residents and Careline clients are kept up to date based upon information received/obtained.
- To carry out routine administration tasks, complete reports, produce statistical returns as required, both in respect of the Borough’s sheltered housing service and others linked into the control centre, and for the Careline Service.
- To ensure that Support Plans assessments visits are carried out within timescale
- To maintain a detailed log of incidents that occur are maintained
- To monitor and request client testing of equipment within the specified time tables.
- To ensure that the monitoring and testing of the tunstall equipment is carried out within the specified timetables at schemes and at Careline
- To programme pieces of individual alarm equipment and demonstrate use of same.
- To report repairs or faults to maintenance officers, alarm suppliers and contractors as appropriate and maintain appropriate documentation. Chase up repairs as necessary and ensure that you’re direct Team leader is aware of any delay in getting repairs and faults rectified.
- To keep the Sheltered and Careline office areas tidy.
- To drive South Essex Homes vehicle when performing Careline mobile duties and to keep the vehicle in a clean condition.
- To ensure you are not under the influence of alcohol or drugs at any time.
- To be responsible for reporting defects, and details of any accidents involving the South Essex Homes vehicle and to deliver and collect vehicle for servicing and repairs.
- To ensure that regular health and safety checks are carried out and risk assessments relating to potential health and safety risks are also maintained.

- To restock any stationery or supplies including those carried in the Careline vehicle as appropriate.

- To carry out assessment visits to potential alarm users.

- To demonstrate Lifeline units as required and carry out installation visits to new users, and routine follow up visits

- Monitor and use additional equipment located within Careline Centre/Scheme

- To use new technology as and when introduced

- To provide a mobile response to sheltered housing schemes as required and summons the relevant assistance.

- To attend schemes for the purpose of accompanied viewing of void properties with prospective tenants within set target:

- To attend schemes to facilitate scheme meetings

- To be familiar with the sheltered schemes to be visited and to gain knowledge of the layout, location of records, etc.,

- Collection/deliveries, including cash as directed to/from sheltered schemes/Careline Centre/Civic Centre and SEH Offices and Collection of prescriptions in extreme emergency situations

- To ensure any monies collected is kept safe and secure in line with procedures

- To ensure that confidential information, which is made available to the post holder in order that they are able to undertake their duties or is otherwise known to them, is kept confidential and secure at all times;

- Ensure all complaints are handled effectively and efficiently and within the timescale laid down in the complaints procedure;

- To wear the uniform provided by South Essex Homes and to maintain it in a clean and satisfactory condition.

- Work in full partnership with the Specialist Anti-Social Behaviour Team to ensure an effective response to reports of anti social behaviour is developed and implemented.

- Work in full partnership with the Specialist Income Management Team to ensure effective rent arrears procedures to minimise debts and maximise recovery.

- Work in full partnership with the Property Services Team to ensure effective response to reports of disrepair.

- Have an awareness of relevant Housing Legislation and welfare benefits.
• Provide information to the Service manager, the Board and relevant Committees on all aspects of the performance of the team, as instructed by the Supported Housing Services Manager.

• Develop relationships with other organisations, especially Southend-on-Sea Borough Council, and maintain and review effective links with other departments, outside agencies, statutory and voluntary agencies.

• Assist by providing relevant background information to the Supported Housing Services Manager to ensure all complaints are handled effectively and efficiently and within the timescale laid down in the complaints procedure.

• Ensure compliance with meeting performance targets for key aspects of the service, ensuring at all times that statutory performance standards are complied with.

• Ensure the rights of tenants are respected and obligations enforced.

• Follow and promote South Essex Homes equal opportunities policy as it relates to the carrying out of all duties attached to the post.

• Follow and promote South Essex Homes safeguarding policies and procedures as it relates to the carrying out of all duties attached to the post.

• Follow and promote South Essex Homes data protection policies and procedures as it relates to the carrying out of all duties attached to the post.

• Ensure compliance with the Company’s standing orders, statutory and regulatory requirements, health and safety regulations, contractual agreements and financial regulations.

• To attend team briefs / training sessions as directed by the Supported Housing Sheltered and Careline Services Manager.

• Proactively support senior managers in the implementation of change.

• Use and operation of the Company’s computer systems as required.

• To provide cover for other members of staff as required, particularly the careline staff.

• To contribute to a culture within the company that values people for their positive contributions to work and encourages and supports high standards of interpersonal behaviour and professional performance;

• For the better performance of the Sheltered Housing and Careline service the post holder will be expected to liaise and co-operate fully with any other officer of South Essex Homes or Southend Borough Council or other relevant statutory and voluntary bodies, as appropriate.

The job description is current at the date shown above. In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job.
PERSON SPECIFICATION

Supported Housing Services Sheltered and Careline Officer

POST: Sheltered Housing and Careline Services Officer

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<th>ATTAINMENTS/QUALIFICATIONS</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td>Minimum of 2 GCSEs( including English language and Maths) or a good standard of English and Maths</td>
<td>Has attended relevant training</td>
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<td>Minimum of two years working in a care industry</td>
<td>Minimum of two years working in a Sheltered or Careline service</td>
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<td>First aid Certificate</td>
<td>NVQ Sheltered Housing</td>
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<td>NVQ customer services.</td>
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General Intelligence

- Basic knowledge of Housing Law/Welfare benefits
- Up to date knowledge of best practice within Care Industry
- Basic knowledge of sheltered housing, Knowledge of Housing Maintenance Evidence of further study

SKILLS

- Full/clean driving licence (manual vehicles)
- Focuses on customer satisfaction and delivering a quality service to the agreed standards
- Able to demonstrate a common sense attitude to often complex situations
- Good telephone manner
- Ability to work unsupervised.
- Ability to work on own initiative and as part of a team
- Ability to assess the physical and social needs of older people
- Can adapt and respond to change
- Can manage pressure
- Previous experience of working with the elderly or with statutory/emergency services
effectively and cope well with set backs
- Experience in using standard IT packages – Word, excel, PNC – Outlook
- Able to tackle and resolve conflict constructively
- Ability to seek out and understand the expectations and needs of residents/tenants
- Ability to communicate orally in writing and electronically at all levels
- Ability to manage time and is punctual

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<th>CIRCUMSTANCES</th>
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<td>• Able to work rotating shifts including weekends/bank holidays etc/early/late &amp; nights</td>
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<td>• Willing to work additional shifts as required.</td>
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<td>• Full driving licence</td>
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<td>• Daily use of vehicle and business insurance or able to get around the borough</td>
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<th>DISPOSITION</th>
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<tr>
<td>• Assertive</td>
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<td>• Empathy</td>
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<td>• Friendly</td>
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<td>• Flexible</td>
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<td>• Communicative</td>
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<td>• A Supportive Team player</td>
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<td>• Committed to Customer Care</td>
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<td>• Able to cope under pressure</td>
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<th>PHYSICAL ATTRIBUTES</th>
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<td>• Able to drive standard manual gear box car.</td>
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<td>• Able to climb stairs</td>
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<td>• Able to carry light deliveries</td>
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<td>• Able to use lift</td>
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It is South Essex Homes requirement to obtained DBS - Disclosure and Barring Service Enhance check the holder of this post. A copy of the South Essex Homes policy statement on the recruitment of ex-offenders and safekeeping of disclosure information is available on request.

Supported Housing Sheltered and Careline Officer February 2015
MSH