JOB DESCRIPTION

SECTION Housing Services
TITLE Support Services Officer (Sheltered)
GRADE Scale level 6 - £21,693
DATE AUGUST 2018
RESPONSIBLE TO Support Services Manager

PURPOSE OF ROLE

As the Support Services Officer (Sheltered) 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.

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. Support Services Officers (Sheltered) 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 Support Services Officer (Sheltered) will be expected to undertake any duties consistent with their role within the organisation.

The Support Services Officer (Sheltered) will support the Support 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;
- Identifying and mitigating risks associated with elderly, disabled and vulnerable residents;
- Carrying out inspections on a regular basis and ensure a high standard of cleanliness is maintained;
- Carry out inspections to ensure that all health and safety standards are maintained;
- Carry out all necessary drills, testing, record keeping;
- Facilitate social activity and maximise 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 services and offer appropriate advice to elderly persons on housing issues;
- Attend seminars and conferences;
- Provide out of hours cover as required;
- Cover at Careline as required.
Comply with achieving optimum performance and delivery of corporate and group objectives.

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 organization's objective of delivering excellent services.

The Support Services Officer (Sheltered) 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:

1. To be accountable for the day-to-day provision of the sheltered service;
2. To play a full part in the provision of the sheltered service;
3. Carry out mobile response in an emergency and the relevant assistance is summoned;
4. Carry out accompanied viewings of void sheltered properties with prospective tenants within set targets;
5. To ensure that all defects, service intervals and details of any accidents are reported.
6. To ensure that support plan assessment visits are carried out within timescale.
7. To ensure that customers comply with their contractual obligations;
8. Update details of residents, based upon information received/obtained;
9. Maintain detailed logs of any incidents;
10. Collection/deliveries, including cash as directed to/from sheltered schemes/careline centre and other offices as instructed by the Support Services Manager;
11. To ensure that any cash received for guest room fees and TV license fees is kept safe and secure;
12. 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;
13. Carry out checks and replenishments of stock, as appropriate;
14. Carry out routine administration tasks, complete reports and produce statistical returns as required;
15. Monitor stationery and supplies;
16. Report all defects, service intervals and details of any accidents;
17. To ensure that regular health and safety checks are carried out and risk assessments relating to potential health and safety risks are also maintained.

18. To ensure that the monitoring and testing of the tunstall equipment on site is carried out within the specified timetables.

19. To ensure that detailed logs of any incidents are maintained.

20. To ensure that any cash received for guest room fees and tv license fees is kept safe and secure.

21. Carry out assessment visits to residents;

22. Carry out demonstrations of equipment, as required;

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

24. Carry out mobile service functions;

25. Wear the uniform provided and maintain it in a clean and satisfactory condition;

26. 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.

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

28. Work in full partnership with the careline service to ensure effective careline and sheltered service is provided.

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

30. Have an awareness of relevant Housing Legislation and welfare benefits.

31. Provide information to the Service manager, the Board and relevant Committees on all aspects of the performance of the team, as instructed by the Support Services Manager.

32. 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.

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

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

35. Ensure the rights of tenants are respected and obligations enforced.
36. Follow and promote South Essex Homes equal opportunities policy as it relates to the carrying out of all duties attached to the post.

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

38. 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.

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

40. To attend meetings as required to do so, including evening and weekend tenants' meetings.

41. To attend any training sessions as directed by the Support Services Manager.

42. Proactively support senior managers in the implementation of change.

43. Use and operation of the Company's computer systems as required.

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

45. 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;

46. For the better performance of the sheltered housing 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.

47. 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

HOUSING SERVICES

POST: Support Services Officer (Sheltered)

The following criteria outline the skills, experience, knowledge and qualifications required by a Support Services Officer (Sheltered). All criteria are considered to be essential except where indicated otherwise.

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<th>PHYSICAL ATTRIBUTES</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tr>
<td>Able to climb stairs</td>
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<td>Able to use lifts</td>
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<th>ATTAINMENTS/ QUALIFICATIONS</th>
<th>ESSENTIAL</th>
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<tr>
<td>Minimum of 2 GCSEs</td>
<td>(including English Language and Maths)</td>
<td>Has attended relevant training courses</td>
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<td>Minimum of 2 years sheltered</td>
<td>or careline service</td>
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<td>First Aid Certificate</td>
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<td>NVQ sheltered housing</td>
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<td>NVQ customer services</td>
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<td>GENERAL INTELLIGENCE</td>
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<tr>
<td>Knowledge of Housing Law/Welfare Benefits</td>
<td>Evidence of further study</td>
<td>Knowledge of Housing Maintenance</td>
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<td>Up to date knowledge of best practice within a careline or sheltered service.</td>
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<th>SKILLS</th>
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<td>Ability to work to deadlines and balance conflicting demands.</td>
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<td>Focuses on customer satisfaction and delivering a quality service to the agreed standards.</td>
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<td>Able to demonstrate a common sense attitude to often complex situations.</td>
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<td>Able to show the ability to work on own initiative and as part of a team.</td>
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<td>Experience of working to and achieving set targets.</td>
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<td>Can adapt and respond well to change.</td>
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<td>Can manage pressure effectively and cope well with set backs.</td>
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<td>Can follow directions and procedures.</td>
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<td>Experience in using standard IT packages – Word, Excel, PNC6, Outlook.</td>
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<td>Experience of using Housing IT systems</td>
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<td>Experience of dealing with difficult and aggressive customers.</td>
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<td>Able to tackle and resolve conflict constructively.</td>
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Experience of developing and maintaining systems and records

Ability to seek out and understand the expectations and needs of residents/tenants

Ability to assess the physical and social needs of older people.

Ability to communicate orally, in writing and electronically at all levels.

Ability to manage time effectively and is punctual.

Ability to plan ahead, prioritise and work in an organized and systematic way.

Can think analytically and can make rational, realistic and sound judgements, and be able to show the ability to work on own initiative.

Ability to seek out learning opportunities, open to new ideas and experiences, and handles situations and problems with innovation and creativity.

**CIRCUMSTANCES**

Willing to work weekends/bank holidays

Willing to work early mornings or late nights.

Full driving license, daily use of car and business insurance or able to get around the borough

**DISPOSITION**

Assertive

Empathy
Friendly
Flexible
Communicative
A supportive team player
Committed to customer care
Able to cope under pressure

*It is South Essex Homes’ requirement that *a standard/*an enhanced disclosure from the Criminal Records Bureau is obtained for the holder of this post. A copy of the council’s policy statement on the recruitment of ex-offenders and safekeeping of disclosure information is available on request.*