



Role Profile

Relief Scheme Manager (Fri, Sat & Sun)



Salary: £12,200.76 – 19.5 Hours per – (9 – 4pm)

Job Purpose

Support the scheme manager in the smooth running of our new care enabled, enhanced sheltered housing scheme in Heathfield for people over 60 years. Ensuring the 48 flats are well managed, support and enhancement services are delivered. Provide an excellent tenant focused service, working closely with tenants, staff and support agencies.

Key Responsibilities

Housing Management

- Respond to tenant and customer inquiries. Participate in the allocation and lettings of our 'affordable' accommodation within the specified criteria and housing legislation
- Support tenants to maintain their tenancies and signpost to appropriate other agencies for identified needs
- Deliver a responsive service to tenant's repair requests. Carry out scheme inspections and communal health & safety checks. Liaise with and coordinate contractors
- Oversee meal service provision in partnership with the catering team
- Coordinate the domestic support service and booking of scheme facilities
- Promote relationships with local community groups and organisations
- Encourage a high level of tenant engagement within the scheme.
- Ensure the scheme complies with relevant policies and regulations

Tenant Welfare

- Carry out daily welfare checks for all tenants.
- Complete tenant support assessments and respond to identified needs, aids, and adaptations
- Encourage social, communal activities in partnership with others
- Liaise with families/friends and other professionals regarding welfare with tenant consent or as a 'duty of care' where significant risk is identified
- Respond to tenant emergency alarm calls.
- Ensure the out of hours telecare service information is up to date and responsive to tenants needs.
- Be part of an on-call out of hours response team

Resource Management

- Provide sufficient staff, maintain rotas and timesheets
- Supervise and support staff to achieve high performance
- Work within budgets and spending authorities, maintaining accurate records.
- Respond to comments, concerns, and complaints appropriately to achieve satisfaction and continual improvement.
- To deputise for the scheme manager when required.

Marketing

- Work with the scheme manager to develop and execute plans for attracting potential tenants and minimise voids

Knowledge required to undertake the role

Essential

1. Minimum of 1 years experience working in a supervisory role in housing, health, or social care.
2. Able to develop person-centred support plans that reflect the needs, wishes and aspirations of the tenant.
3. Experience in multi-agency working and professional collaboration to reach positive outcomes
4. Knowledge of tenant and landlord obligations
5. Effective knowledge of people management initiatives
6. IT literate, proficient in Microsoft Office (Outlook, Word, Excel).
7. Able to work under own initiative, prioritise a varied workload and manage time effectively. Be resourceful, practical, and flexible to deliver excellent housing support and management.

Desirable

1. A qualification in housing or social care. e.g., CIH or NVQ.
2. Working knowledge of welfare benefits.
3. Full driving license and access to a vehicle.

Competencies

- **Resident Focus** - Puts the resident first. Works hard to meet their needs
- **Team Working** - Develops effective relationships, both internal and external
- **Results Driven** - Gets results and tackles demanding tasks
- **Fact-Finding** - Knows where to obtain information
- **Resilient** - Remains calm and self-controlled under pressure. Reacts well to change
- **Organisation** - Organises own time effectively and creates their own work schedules