

Job Profile

Scheme Manager



Purpose:

To manage designated scheme and provide a professional service and support to older people in retirement housing, focusing on individual needs and aspirations.

Outcomes:

- Facilitate and enable older people in retirement housing to live as independently as possible,
- Promote health and wellbeing of tenants through the support planning, risk and assessment processes.
- Develop good working relationships with partner agencies, such as social services and care providers.
- Be a flexible, supportive and professional team player.
- Seek feedback from tenants to ensure delivery of service fits scheme and individual needs.
- Manage and monitor own and scheme performance linking into department performance indicators and objectives.
- Use the IT systems to ensure that scheme administration is efficient and effective.
- Provide tenancy support in respect of rent arrears, anti social behaviour, empty properties in conjunction with housing management staff.

Person Specification:

Good level of education, numerate and literate	E
Enthusiasm for / or experience of working with older people	E
Excellent customer service skills	E
Flexible, approachable and empathic	E
Organised, with good administration skills and IT literate	E
Ability to communicate at all levels	E
Ability to write reports and support plans	E
Current driving licence and access to own vehicle	E
Ability to work the duty manager rota and work some weekends	E
Commitment to Equality & Diversity	E
Experience of working with statutory agencies	D
National Sheltered Housing Certificate	D

E = essential D = desirable