



Saxon
Weald

Job Profile

Extra Care Scheme Manager

Purpose:

To manage the extra care scheme and provide a professional and housing related support service, enabling vulnerable older people to maintain their independence with appropriate care and support.

Key Objectives:

- 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 excellent working relationships with partner agencies, such as social services, care providers, catering services and particularly the on-site care team.
- Provide tenancy support in respect of repairs, rent arrears, anti social behaviour and lettings in collaboration with housing management staff.
- 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.

Extra Care Scheme Manager

Person Specification:

Qualifications and experience

Good level of education, numerate and literate	E
Experience of working within a caring role and/or with older people	E
National Sheltered Housing Certificate	D
Experience of working with statutory agencies	

Knowledge and skills

Excellent customer service skills	E
Ability to develop and manage relationships with partners	E
Excellent planning and organisational skills	E
Demonstrable management skills	E
Proactive	E
Excellent Interpersonal & communication skills	E
Ability to write reports and support plans	E
IT literate	E
Presentation skills	E
Awareness of dementia	D

Other qualities and criteria

Professional	E
Motivated & enthusiastic	E
Able to work on own initiative	E
Team player	E
Assertive	E
Approachable and flexible	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

E = essential D = desirable