

Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Manager (Very Sheltered Housing including Day Care)	
Department:	Customer Services	
Reports to:	Operations Manager-Care	
Band:	F	
Date:	May 2016	

Purpose of Job

To effectively manage housing management, care and day care services.

Main duties and responsibilities

- 1.1 To oversee the provision of housing management and care services provided at very sheltered developments which enable older people to retain the role of tenant and to exercise choice and independence, including organising repairs/maintenance, management of rents, dealing with tenancy enquiries, carrying out minor practical tasks to assist customers.
- 1.2 To lead, manage and motivate staff using a teamwork approach and to ensure that the development is adequately staffed at all times in accordance with approved staffing arrangements.
- 1.3 To deliver quality housing management, support and care services to customers in accordance with the Association's standards by identifying suitable applicants, managing allocations and terminations in a manner consistent with the Association's policies.
- 1.4 To ensure that customers' enquiries are responded to timeously. To assist where required in complex or sensitive situations such as Rent Account queries or neighbour complaints or property matters.
- 1.5 To ensure that the management of arrears and voids is carried out effectively by encouraging open communication with tenants and prospective tenants including calculating and managing and reviewing rent accounts.
- 1.6 To communicate effectively to other staff their responsibilities and to establish, monitor and maintain consistent standards of staff performance ensuring that staff training needs are identified.
- 1.7 To be responsible for recruitment of staff in participation with, and as authorised by, the line manager.
- 1.8 Be responsible, with the Operation Manager-Care, for budgets and expenditure associated with the service.

- 1.9 To ensure that contractual obligations on the Association as they relate to the service provision contained in the contract and service specification agreed between Purchaser and Association are met.
- 1.10 To help foster rights, responsibilities and a sense of community in the service in accordance the Association's philosophy and to take an active part in promoting quality standards throughout the service by being accountable for these standards to the line manager.
- 1.11 To promote active customer participation in all issues affecting the development.
- 1.12 To ensure that customers' records, both manual and electronic, are held and maintained in a clear, concise and objective way and in accordance with the Associations standards in relation to recording practice and confidentiality and in accordance with National Care Standards and Care Inspectorate guidance
- 1.13 To ensure that services, including catering and domestic services are provided in accordance with the Association's standards.
- 1.14 To ensure Health and Safety standards are maintained as required, throughout the development In accordance with the health and safety policy and Health and Safety Executive regulations
- 1.15 To review existing practice constantly and recommend improvements to the line manager, and play an active role in development of future standards.
- 1.16 To respond sensitively and appropriately to customers needs by communicating effectively with other agencies (eg the Social Work Department, Gas, Water, Electricity Authorities and Community Health Services), in order to ensure customers are receiving appropriate services from these agencies
- 1.17 Where appropriate and as required by the Care Inspectorate to act as Branch Manager for the service.

2. Management of Day Care and Respite Care (where provided)

- 2.1 To manage day care and respite care services effectively according to the Association's standards.

3. Catering Services

- 3.1 To ensure the provision of an efficient and effective catering service, providing regular wholesome and nutritious meals to customers in accordance with the Association's standards for food safety to both very sheltered and any associated day centres.

4. Management of resources

- 4.1 To ensure that the management of income and expenditure reporting is undertaken in accordance with the Association's procedures.
- 4.2 To maintain an inventory for all resources on the development including food, and all Hanover property on the development.

4.3 To be responsible of asset management and buildings owned by Hanover including day centres and dementia units.

5. Other Duties

5.1 To assist and share knowledge and experience with colleagues as required.

5.2 To undertake other duties and responsibilities delegated by the line manager.

5.3 Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.

5.4 Operate within a Strategic Business Unit (SBU).

5.5 Deliver key business objectives and meet Key Performance Indicators(KPIs) through a personal performance plan.

5.6 Analyse work and produce action plans where performance improvement is required.

Job Context and Other Relevant Information:

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed Line Manager (if applicable)

Signed Post holder

Person Specification

Job Title: Manager
(Very Sheltered Housing including Day Care)

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet essential criteria for the post.



Criteria	Essential/ Desirable
<p>1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> • Will have a sound understanding of housing management, housing support and care services environments. 	Essential
<ul style="list-style-type: none"> • Able to manage services in accordance with Association objectives, policies and procedures to maximize clients' independence and choice to the fullest extent of their abilities and wishes. 	Essential
<ul style="list-style-type: none"> • Able to lead, manage and motivate individual staff and staff teams to achieve and maintain excellent customer services. 	Essential
<ul style="list-style-type: none"> • Able to liaise with external agencies to obtain provision of well co-ordinated services meeting clients' needs as far as is practicable. 	Essential
<ul style="list-style-type: none"> • Able to maintain and develop good operational partnership working with external agencies. 	Essential
<ul style="list-style-type: none"> • Sound knowledge of and ability to run services in accordance with regulatory requirements including supporting people contracts, Care Commission service standards, Scottish Social Services Council Code of Practice for Social Services Workers and Employers. 	Essential
<ul style="list-style-type: none"> • Able to manage budgets and report variances and potential variances promptly. Account for all moneys at all times. 	Essential
<ul style="list-style-type: none"> • Able to evidence due diligence personally and via delegation in respect of care and housing support plans and associated administration. 	Essential
<ul style="list-style-type: none"> • Able to ensure application of highest standards of hygiene generally and that all catering services apply approved Foodsafe standards. 	Essential
<ul style="list-style-type: none"> • Able to operate in a working environment where it is the norm to match job performance to practice standards in the interest of optimum service provision. 	Essential
<ul style="list-style-type: none"> • Able to show evidence of continuous professional development in areas relevant to the post and supervising staff activities to the same end. 	Essential
<ul style="list-style-type: none"> • Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail, plus use of corporate databases. 	Essential
<ul style="list-style-type: none"> • Health and Safety at Work skills including practical understanding and application of Hazard and Risk Assessment processes, accident reporting and investigation, embedding health and safety as standard practice. 	Essential

2. Experience <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> • Three years' application of the skills knowledge and abilities listed in section 1 above. 	Essential
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> • Scottish Vocational Qualification (SVQ) Level 4 in Health and Social Care and Level 4 Manager Award or equivalent qualification enabling registration within 6 months of commencing employment in the post with the Scottish Social Services Council (SSSC). • However, if you do not hold the desired qualification of SVQ4 and Level 4 Manager Award, we are committed to supporting you and you must obtain these qualifications within 12 months from commencing employment in the post. 	Desirable
<ul style="list-style-type: none"> • Must be registered and remain registered with the Scottish Social Services Council as a condition of employment. 	Essential
<ul style="list-style-type: none"> • Hold or be able to obtain Basic REHIS Food Safety Certificate 	Essential
<ul style="list-style-type: none"> • Hold or be able to obtain Emergency First Aid Certificate 	Essential
4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> • Must be a member of the Protection of Vulnerable Groups scheme for adults and retain this membership, as the post undertakes regulated work with protected persons. 	Essential
<ul style="list-style-type: none"> • Must be registered and remain registered with the Scottish Social Services Council. Empathy and appropriate professional conduct/detachment in working with potentially vulnerable persons. 	Essential
<ul style="list-style-type: none"> • Meet the clear standards as set in the Scottish Social Services Council Codes of Practice for Social Service Workers and Employers. 	Essential
<ul style="list-style-type: none"> • Empathy and appropriate professional conduct/detachment in working with potentially vulnerable persons. 	Essential
<ul style="list-style-type: none"> • Able to liaise with colleagues, families, and work productively with staff of external agencies 	Essential
<ul style="list-style-type: none"> • Applicant should have a clean driver's license and have access and use of a vehicle for business use. 	Essential
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential