



Ethical • Commitment • Excellence

Job Description

RETIREMENT HOUSING MANAGER

Job Details			
Job Title	Retirement Housing Manager	Department	Support Services
Grade	4	Main work base	Retirement Housing Scheme There may be occasions when the Group requires you to work at other locations. Adequate notice will be given of any such relocation.
Responsible to	Senior Sheltered Housing Manager	Responsible for	Retirement Scheme Cleaner

Main Purpose of Job

To maintain the safety and security of the retirement housing development and to pass on any concerns about the safety and wellbeing of tenants to Housing Officers to assist them to maintain their tenancies.

Main Areas of Responsibility

- To meet regularly with tenants to update records for emergency call provider and check how person manages their tenancy.
- To manage guest room and lounge bookings.
- To provide advice to older tenants and their relatives about support and activities available in the local area.
- To line manage the cleaning function to ensure a high standard of cleanliness in the common areas of the scheme.
- To monitor and maintain scheme security and carry out regular tests on equipment and alarms in order to comply with H&S legislation.
- To respond to tenant emergencies and fire alarms by calling the relevant emergency or repairs service.
- To monitor and report on repairs and maintenance problems to ensure the scheme is maintained to a high standard.
- To provide practical assistance for tenants arranging social activities in the development.
- To establish, maintain and update records to ensure that accurate information is readily available at all times to emergency alarm provider and housing officers.
- To work closely with other Dunedin Canmore staff and relief staff (in order to maintain an effective and cohesive service to our tenants).
- To liaise with Housing Officers to ensure that properties are let and concerns about tenants are raised and addressed.

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Key Performance Responsibility
<p>Direct responsibility for financial and physical resources, authorities and limitations</p> <ul style="list-style-type: none"> • Ensure that any maintenance issues are reported and dealt with in line with company procedures • Ensure that fire alarms and warden call systems are effective and regularly tested • Ensure that accurate tenant records are maintained and securely stored • Ensure that petty cash expenditure is recorded and monitored • Manage and control use of guest room facilities and common areas used by outside agencies
<p>Accountability, decision making, analytical thinking, problem solving</p> <ul style="list-style-type: none"> • Make decisions using own initiative with minimal supervision • Identify health and safety issues in the development and escalate these if not attended to • Able to cope in a crisis/emergency situation and take appropriate action
<p>Complexity of work and mental concentration</p> <ul style="list-style-type: none"> • Manage a varied workload with regular interruptions • Advise tenants on services and support available for older people. Make appropriate referrals to housing officer to maintain independent living
<p>Communication skills, representing the organisation, dealing with people, direct impact on people, responsibility for managing staff</p> <ul style="list-style-type: none"> • Liaise on a regular basis with tenants and relatives • Liaise with external agencies and third parties • Work with Housing Officers and other DCH staff • Foster good working relationships with emergency cover provider • Liaise with other scheme managers and attend team meetings
<p>Special Conditions, working environment, physical demands and effort</p> <ul style="list-style-type: none"> • Maintain confidentiality at all times as failure to do so could result in disciplinary action • Attend regular tenant meetings • Ensure emergencies are covered for tenants which may require out of hours attendance

General
<ul style="list-style-type: none"> • To commit to personal continuous professional development by undertaking formal and informal learning and development: to maintain high standards in the quality of work, as outlined in the Job Description, including attendance at the Away Day and participation in the relevant appraisal system. • To be aware of current Health and Safety Policy and to take responsibility for your own safety and the safety of others who may be affected by your acts or omissions at work. • To adhere to the spirit and requirements of the Group's Equalities and Diversity Policy and Strategy plan. • To adhere to the spirit and requirements of the Group's Customer Service Standards. • To undertake any other duties within the scope of the post as prescribed at your initial place of work or at any other of the Group's establishments or any work that the business is transferred to.



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Our Competencies	
We expect all of our people to demonstrate the following competencies:	<ul style="list-style-type: none"> • Customer Service • Teamwork • Communicating with influence • Adaptation to change
We expect our managers to also demonstrate:	<ul style="list-style-type: none"> • Leadership • Developing capabilities • Business focus
We expect our senior team to also demonstrate:	<ul style="list-style-type: none"> • Strategic thinking • Role model • Driving direction

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Person Specification for a Fully Competent Person

Criterion	Value of Criteria	
	Essential	Desirable
Knowledge/Education/Qualifications/Job Experience		
• Qualification in Housing at SVQ2 level or equivalent, or willing to work towards qualification		✓
• Minimum 2 years' experience in managing a sheltered or similar scheme		✓
• Knowledge of older people's services	✓	
• Able to clearly demonstrate awareness and commitment to ethos of sheltered housing	✓	
• Elementary food hygiene certificate (locations where food is prepared and provided)	✓	
• Previous experience of managing staff		✓
Skills (Communication/dealing with people, managing people, analytical thinking/problem solving, using initiative)		
• An interest in Sheltered Housing and Services for older people	✓	
• Able to establish good rapport with tenants, their families and relevant professionals	✓	
• Able to work on own initiative and with minimal supervision	✓	
• A sound knowledge of the health problems which may affect people as they age	✓	
• Able to demonstrate a commitment to maintaining and improving high standards of customer service	✓	
• Good attention to detail required	✓	
• Excellent verbal and written communication skills	✓	
• Capable of managing own workload in a sometimes challenging environment	✓	
• Good administrative skills including the ability to manage a small budget	✓	
• Able to respond to a crisis situation in a calm and practical manner	✓	
• Able to empathise with older tenants	✓	
Manual Skills (IT, physical demands)		
• Basic IT skills	✓	



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Other Skills		
• May be called out to deal with emergencies (eg Fire or Flood affecting whole development)	✓	

Please note the above requisites will be assessed at the application and interview stage and may be required to be demonstrated by a test/assessment.

For the successful candidate			
“I have read, understand, accept and agree to be bound by the condition and duties stated in this job description”			
Signed		Date	

For Office Use Only	
Date Updated	
Sign off received by	
Date evaluated	