



## **Sheltered Housing Support Officer - Category 1 Sheltered Housing**

**Salary:** Band 5 - £26,473 - £28,239 per annum

**Hours:** 37 Hours per week Monday - Friday

**Contract:** Fixed term / secondment for 1 year

Portsmouth City Council is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

If applying for a secondment please ensure you have the permission of your manager and state this in the personal statement section of the application.

### **The Service**

Housing, Neighbourhood and Building Services.

The overall purpose of Sheltered Housing is to provide the right accommodation and support when needed.

In Sheltered Housing we promote independent living for residents but with the knowledge that someone is always on hand to give support and to be available to help in an emergency. Residents have their own tenancy agreement with Portsmouth City Council; therefore residents are able to live independently in their own accommodation but with some support available as needed.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and our Guiding Principles and if they reflect how, you are and how you work then this could be the role that meets your expectations.

### **What is the role?**

Residents in Sheltered Housing have a range of physical and mental health needs which means they need our support to maintain their independence. You will work to achieve this as per the Sheltered Housing Purpose.

You will be working as a mobile Cat 1 Scheme Manager providing advice and support to residents living in Category 1 Sheltered Housing accommodation across the City.

As a mobile Scheme Manager, you will work closely with other Scheme Managers and will be expected to provide cover when the designated Manager is not at work.



You may also be called upon to provide additional cover at short notice if there is a period of high demand.

Part of the role will involve meeting and greeting new tenants, introducing them to the Category 1 Sheltered Housing Service and making them aware of the service that they can expect.

You will act as an advocate for residents when working with other agencies and you will be acting as a link to other agencies including social services, care agencies and health services.

Your role also requires you to identify and respond to incidents and problems relating to the residents. You will be required to accurately record information, incident reports and liaise with members of the residents' families. Where appropriate, you will have the responsibility for raising Safeguarding alerts.

You will be responsible for ensuring the completion and updating of needs and risk assessments, resident support plans and ensuring that identified follow up actions are taken. This may include offering advice and signposting to the correct agencies to help with financial issues including payment of rent and bills, arranging for support with daily chores, shopping and helping residents arrange repairs where relevant. In addition, as a mobile Scheme Manager, you will also support and promote social activities in the scheme.

As a Mobile Scheme Manager, you will have overall responsibility for the security and safety of the scheme in relation to the welfare of residents. You will also be responsible for carrying out pull cord checks in residents' homes to ensure all is well.

You will also be responsible for ensuring that any monies collected from residents are properly recorded and accounted for.

You will form part of the Category 1 Sheltered Housing team. However, as a Mobile Scheme Manager you will be lone working in a variety of schemes across the city. A lot of your time as a lone worker although you will be able to pull for help and support when needed. You will need to be confident in informed decisions although you will be able to pull for help and support when needed.

As a mobile scheme manager, you will need to be flexible and adaptable as you may be required to cover at other schemes at very short notice. You will be expected to become aware of the differences in schemes that you may cover and local practices in place. You will also need to be competent in handing over accurate information to the managers you have covered for.

## **Who is the person?**

You need to:

1. Have experience of working directly (face to face) with people.
2. Have an understanding of older persons and the needs and the concerns that they might have.

3. Be a good listener, with a calm manner, with the ability to converse at ease with residents and provide advice in accurate spoken English.
4. Have excellent interpersonal skills in order to gain the trust of residents, their families and your colleagues.
5. Have an awareness of the importance of confidentiality when working with residents, in particular regards GDPR requirements.
6. Be an effective team player, willing to support those in your team when they are facing challenges and adaptable to the demands of the service.
7. Understand the need to maintain appropriate professional boundaries with residents you are supporting.
8. Understand the role of Social Services, Health Services, Voluntary agencies and other relevant professionals. Be confident at communicating with these agencies to share appropriate information in order to achieve a positive result for the resident.
9. Have good written skills as you will be required to write concise notes in residents' files, respond to complaints and compile reports, for example in relation to Safeguarding matters.
10. Be able to use your own initiative and discretion whilst recognising and understanding policies and procedures in place.
11. Have the ability to prioritise workloads and self-manage your time effectively to meet the different needs of each resident.
12. Be confident in being able to lone work as well as working as part of a team.
13. Have good IT skills, including use of Microsoft Outlook and Word/Excel and to able to use in house databases as required.

NB: The post is a Mobile Scheme Manager and you will be expected to visit schemes across the city. **Having access to a mode of transport is therefore essential to be able to do this role.**

### **Additional information**

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full policy.

### **General Data Protection Regulation (GDPR)**

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).

