



## **Assistant Scheme Manager - Category 2.5 Sheltered Housing**

**Location - Hale Court PO1 5JU**

**Salary - Band 7 - £31,067 to £35,235 p.a.**

**Hours - 37 hours per week Monday to Friday**

**Permanent**

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.

### **The Service**

Housing, Neighbourhood & 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.

Within Sheltered Housing, our Category 2.5 schemes provide purpose-built accommodation with 24 hours on site staff coverage. There are communal laundry facilities as well as lounges / dining areas in which residents can enjoy some social activities and have a meal.

As a service we take pride in making a positive difference in helping our residents maintain their independence in their homes. The Assistant Scheme Manager role is a crucial one in ensuring that we can meet our purpose.

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

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

You will be working in a Portsmouth City Council Category 2.5 Sheltered Housing Scheme. PCC has seven Category 2.5 schemes located in the north and south of the city. The successful applicant will be based at Hale Court in Fratton Road, Buckland, but you will be required to work at any Category 2.5 scheme as needed.

As Assistant Scheme Manager, you will assist the Scheme Manager who will be your line manager. The Scheme Manager has overall responsibility for the management of a Category 2.5 sheltered scheme, ensuring the welfare of all its residents. In the absence of the Scheme Manager - e.g. during periods of leave, you will take on these responsibilities.

Together with the Scheme Manager, you will be managing a team of Support Assistants who will be providing various levels of housing related support to residents ranging from daily visits to ensure that all is well, through to helping with bills and providing support to help residents maintain their independence. In addition, you will be providing this service directly yourself. You will be expected to deal with any emergencies. On occasions, this will involve assisting some frailer residents with personal care issues on a short term or emergency basis.

Part of the role will mean meeting and greeting new tenants, introducing them to the scheme 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 Social Care and Mental Health Services. In many cases, with the support of the Scheme Manager, this means that you are taking the lead role in ensuring that the right services are involved, risks minimised and best outcomes achieved and maintained for your residents. Your role also requires you to respond to incidents and problems relating to the residents, to accurately record information and liaise with members of the residents' families. Where appropriate, you will have the responsibility for raising Safeguarding concerns.

You will assist the Scheme Manager to ensure the completion Support Plans and ensuring that identified follow up actions are taken. This may involve, for example, working with Social Care and Mental Health teams and assisting with the preparation of a care package to meet a resident's needs. In addition, you will also encourage social activities in the scheme.

You and the Scheme Manager will manage staff rotas to ensure consistent service provision and ensure 24 hours on-site scheme cover. You will also deal with staff management issues, including the management of absence in accordance with the city council's policy as well as supporting staff and ensuring that they have the skills and knowledge to carry out their role and do so professionally in accordance with PCC's Code of Conduct.

Although the role is predominantly Monday to Friday 8.30am to 5pm, you will need to spend time in the scheme outside of these hours on occasions to understand the work being carried out at these times, to support staff in dealing with resident demand, or to provide cover due to unforeseen circumstances.

You will assist the Scheme Manager, who has overall responsibility for the security and safety of the scheme in relation to the staff as the scheme is a PCC workplace. In this

respect, you will assist the Scheme Manager in carrying out regular workplace inspections and taking appropriate follow up action. This can involve arranging repairs and liaising with contractors and PCC technical staff to ensure a high standard of work.

Within the scheme, there is a considerable amount of money reconciliation to carry out as residents pay for various services such as meal provision and laundry facilities. Therefore, you and the Scheme Manager will be responsible for ensuring that any monies collected from residents are properly recorded and accounted for in accordance with PCC's Income Handling Policy.

You will be supported to develop in the role by the Scheme Manager as well as by in house training.

### Who is the person?

You need to:

1. Have experience of working directly (face to face) with people.
2. Have an understanding of staff management responsibilities and the ability to effectively manage your team with integrity, ensuring confidentiality and a professional approach.
3. Be able to deploy staff resources effectively, ensuring that the scheme has sufficient staff coverage on 24 hours / 7-day basis.
4. Understand the need for you and the team that you manage to maintain appropriate professional boundaries with residents and each other.
5. Have an understanding of the impact of physical and mental health issues experienced by vulnerable adults and how this may affect their independence.
6. Have a caring nature, be a good listener and have excellent people skills in order to gain the trust of residents and their families.
7. Have the confidence to advocate for residents when needed and to work proactively with other professionals to achieve positive outcomes for residents.
8. Be prepared to provide domestic help to residents who need support and, in an emergency, with their personal care.
9. Be physically able to participate in moving and handling of people tasks.
10. Have good written and numeracy skills.



11. Have the confidence and ability to work effectively to solve problems and to calmly respond to emergencies as they arise.
12. Have the ability to prioritise workloads, self-manage your time and delegate effectively.
13. Have an awareness of the importance of confidentiality when working with residents, with particular regard to GDPR requirements.
14. Be confident in being able to lone work, as well as working as part of a team.
15. Have the ability to promote social activities in the scheme.
16. Have basic IT skills, including use of Microsoft Outlook and Word/Excel and to able to use in house databases as required.
17. Be flexible and reliable. You need to be flexible with your hours in order to meet the demand and needs of the service, being prepared to work outside of core hours if required. Although predominantly working within one scheme, you will be prepared to work in other schemes to meet demand and needs of the service.
18. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

If you feel that this is the opportunity for you, please complete your application.

More information about sheltered housing can be found on Portsmouth City Council's website:

<https://www.portsmouth.gov.uk/services/housing/council-tenants-and-leaseholders/sheltered-housing-and-extra-care/>

If you would like to discuss this further or have any questions, please contact:

Lisa Foster - Scheme Manager, Hale Court  
[Lisa.Foster@portsmouthcc.gov.uk](mailto:Lisa.Foster@portsmouthcc.gov.uk)

**When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.**

**Please ensure you provide:**

- **Your full education history from secondary school, please include name and address of establishment, details of relevant qualifications and awarding body. Please explain any gaps.**
- **Your full work history, explaining any gaps. Including employers name, address, dates from and to and reasons for leaving.**
- **Please provide details for us to obtain two references. If you are currently working we will need a reference from your current employer and previous employer. If you are not currently working, we will need references from your two most recent employers.**

**This post is exempt from the Rehabilitation of Offenders Act 1974**

**Please note that providing false information is an offence and could result in the application being rejected or summary dismissal if you are appointed to the post and possible referral to the police and or the Disclosure and Barring Service (all safeguarding posts).**

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

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

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 notice.

Please include the below statement in your application. It is important you know your rights.

I have read the Standards/Enhanced Check Privacy Policy for applicants and I understand how the DBS will process my personal data and the options available to me when submitting an application Signed.....Dated.....



You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.