

**Orchard Housing Society**

**Job Title: Sheltered Housing Officer**

**Reporting to: Finance and Building Manager**

**Job Aim:** To pro-actively work alongside both the Tenant Support Manager and the Finance & Building Manager to provide a secure, affordable, and supported community.

**Summary of duties.**

1. Provide an effective and efficient housing management service to supported, sheltered housing accommodation.
2. Liaising and working with the Tenant Support Manager, providing assistance and advice to tenants; taking appropriate action where required.
3. Through close and regular contact with tenants, working with the Tenant Support Manager to identify and assist vulnerable tenants, referring them to relevant agencies and services to enable the tenant to sustain their tenancy. Monitoring the services once in place.
4. Liaising and working with the Tenant Support Manager with regards to applicant viewings and organising documentation for interviews.
5. Ensuring tenants are familiar with the terms of their Tenancy and Support Agreements and of the services provided by the Society.
6. Respond promptly and sensitively to all reports of nuisance, harassment, anti-social behaviour in line with the Society’s procedures and current best practice. Investigate and respond to all complaints, expressions of dissatisfaction and informal comments about service delivery. Ensure responses are completed within set time frame.
7. Respond to emergency calls from tenants and Managers and summon appropriate assistance as necessary. Dealing with emergencies in an efficient and appropriate manner.
8. To work with the Tenant Support Manager, or in their absence providing appropriate crisis intervention support to tenants as required, including notifying medical authorities and relatives.
9. To work with the Tenant Support Manager to ensure that the Support interviews are conducted annually and that records are kept up to date and entered on the database.
10. To manage guest room bookings, collecting fees, ensuring the rooms are booked to be cleaned and the bedding and towels laundered.
11. To supervise the contract for the upkeep of the gardens and to supervise the allotment management by the tenants.
12. To assist with coffee mornings and activities, ensuring tenants are kept up to date.
13. To work with the Finance and Building Manager in dealing with repairs.
14. To ensure that routine checks are carried out and recorded, including testing pull cords, fire alarm, emergency lighting and water maintenance.
15. Assisting in managing the supported housing management responsibilities of the void process, minimizing the time a property is void, ensuring that a property is let within set targets, whilst ensuring a customer focused letting service.
16. Assist with replacement or repairs of communal furniture and white goods in individual flats in conjunction with the Finance and Buildings Manager.
17. Together with Managers maintain/monitor fire logbook and ensure the fire procedure is adhered to, and all reasonable precautions are taken to prevent the outbreak of fire.
18. To assist the Finance and Building Manager operating the petty cash account. To assist in the monitoring of rent payments, keeping records of receipts and payments.
19. To liaise with the Managers in planning leave so as to ensure there is no overlap of leave. To provide full leave cover. The Management Committee and the call centre to be informed if all staff members are absent during working hours.
20. Report any accidents in accordance with agreed procedure.
21. Input required data in order to ensure the Website and database is updated.
22. To meet regularly with the Managers to brief each other on issues relating to the running of the Orchard.
23. To complete in advance of the annual staff performance interview the documentation supplied by the Line Manager.
24. To carry out the responsibilities of the post in line with the Society’s Health and Safety policy and procedures, legislation, and best practice, particularly with regard to equal opportunities, confidentiality, data protection, protection from abuse and lone working ensuring personal safety at all times.
25. To build relationships with other similar organisations for mutual benefit.
26. To undertake any other duties commensurate with the post requested by the Line Manager or members of the Management Committee.