



Retirement Living Officer

Job description and person specification



Job description – Retirement Living Officer

Reporting to the – Specialist Housing Manager

People responsibility:

- Direct reports = 0

Work Location: Stafford with travel to Retirement Living schemes

Summary of role:

The role of **Retirement Living Officer** plays an integral part within **our Care and Support function and provides an effective Enhanced Management service to all residents living in a retirement housing environment**, which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The Retirement Living Officer role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

Key Tasks and Duties

- To provide onsite management and supervision of the retirement housing schemes with regard to the maintenance, health and safety and cleanliness. You will be the main point of contact at the scheme and you will provide a visible and excellent customer service to residents and visitors.
- To provide general advice to residents living in a scheme that promotes an individual's independence, opportunities, choice and dignity.
- You will ensure that the service delivered promotes the independence, dignity, rights and choices of the people that we work with. You will be required to work with other members of the Care plus team to provide a high quality and cost effective service which demonstrates value for money
- To provide an excellent customer focused service to residents, stakeholders and visitors.
- To provide an intensive housing management service to residents living in a retirement living environment.
- To provide a home visiting service to maintain adequacy and safety of accommodation.
- To contribute to the continuous improvement of the Retirement Living Service.

- To be a proactive member of the team, to continually seek to improve and develop own skills and to operate and comply with Care Plus' Policies and Procedures in line with the Vision and Values of the Organisation

Housing Management – Retirement Living

- To play a full part in the letting process, ensuring that performance targets for Voids are met by promoting active waiting lists for the scheme(s).
- To carry out accompanied viewings, assessment of housing needs and sign-ups to ensure accommodation is right for people.
- To ensure that prospective residents understand tenancy conditions, rights and responsibilities of the Tenancy Agreement
- To carry out a home visit 2-4 weeks after a resident has moved in to ensure they have settled in and to confirm contact details to report housing management issues.
- To give assistance to access correct housing benefit assistance or financial advice to pay rent and service charges.
- Work with the Income Management team to assist residents to pay rent and service charges. Ensuring that the process is understood and agreements for repayment of any debt are made.
- To monitor the scheme cleaning where undertaken by external contractors and report and liaise with relevant management if required.
- To be responsible for completing and reviewing of Risk Assessments as and when required
- To be responsible for managing and monitoring contracts for Window Cleaning and Gardening.
- To undertake 6 monthly tenancy / household audits or whenever there is a change in circumstances.
- Consult with residents on housing matters and housing policy formation and ensure that the correct media for communication is captured and regularly updated.
- Hold regular residents meetings on site with regard to housing management delivery and policy and record outcomes and circulate to all.
- To be responsible for ensuring all Health and Safety policies are fully implemented and adhered to at all times, ensuring that any risks are reported, and that appropriate action is taken.
- Undertake compliance testing of systems and equipment such as fire alarms on a regular basis as necessary and appropriate.
- Identify maintenance and repair issues in the scheme and report as appropriate

Scheme Administration

- To maintain a confidential and updated record of each tenant's next of kin, doctor and other relevant information in accordance with the Association's policies and procedures.
- To maintain an up to date daily Diary of events, visits, tests and inspections for the scheme/s to ensure the business can continue to function
- To arrange hiring of Guest bedroom and Communal Lounge collect charges, keep accurate records, issue receipts and pay monies into the bank account.
- To arrange collection of TV licence monies, issue receipts.

Customer Improvement & Service Improvement

- Organise resident meetings, newsletters and surveys within the scheme and other consultation methods to keep residents fully informed of any matters that may affect them, including re-decoration and major works.
- Investigate any complaints from residents of Retirement Living Schemes taking appropriate action as required.
- Develop links with the wider community to provide opportunities for engagement within the scheme.

General

- Ensure that all areas of work within the remit of the post holder meet the organisations requirements in terms of quality, value for money and customer care.
- Ensure that maximum use is made of information technology systems within the department.
- Carry out any other duties appropriate to this post, as necessary or as requested.
- Work as a group with other colleagues, sharing best practice and providing cover for Retirement Living as needed across the Care plus business as a whole.
- Ensure the maximum use is made of information technology systems.
- Ensure that the Group's Single Equalities Scheme is fully implemented at all times.
- Ensure that the values of the organisation are displayed throughout all work activities.
- Carry out any other duties appropriate to this post, as necessary or as required.

Special Considerations

- This post will occasionally necessitate working outside 'normal' (office) hours as required.
- The post has been assessed as requiring an enhanced criminal record disclosure.
- To carry out any other duties commensurate to this post, as necessary or as requested.

Additional responsibilities:

- **Financial responsibility:**
 - To take financial payments electronically
 - To bank scheme income with team Managers
- **Health and Safety:**
In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".
- **Data Protection:**
 - To follow the Data Protection principles in all work activity
 - To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive, and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as a Retirement Living Officer;

Relevant Experience:

- Experience of working in a customer focused environment
- Experience of taking a hands on approach to solving problems
- Experience of working in a supported housing service
- Experience of carrying out risk and needs assessments

Skills and Abilities:

- Has basic competencies in IT packages to include Microsoft Word, Email, Excel etc
- Able to operate within policies, procedures, systems and protocols
- Good organisation skills
- Able to work effectively under pressure and organise work to complete deadlines with attention to detail

Customer service and quality focus:

- Experience of providing support to vulnerable adults in a sensitive way
- Experience of diffusing difficult situations

Thinking Style:

- A positive, passionate and enthusiastic approach to work
- Applies a holistic approach to thinking

Communicating:

- Excellent verbal, written and face to face communication skills

Personal Motivation and Commitment:

- A willingness to undertake appropriate qualification training
- Self-motivated – ability to work on own initiative and flexible in approach
- Understanding of how Sheltered Housing services are changing
- Awareness of safeguarding procedures
- Values health and safety and shows a commitment to ensuring a safe working environment

Team Working:

- The ability to work as part of a team and individually

Equality and diversity:

- Recognises and respects the diversity of employees and the communities where the organization works
- A commitment to equality and diversity

Special Requirements:

- Ability to work flexibly which may involve evenings, weekends and Bank Holidays
- The ability to travel around the district. Full driving license and use of own vehicle

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of **Retirement Living Officer**.

You will be required to complete continuous professional development, to further support your role and the Group.