

# Job description



South  
Cambridgeshire  
District Council

<b>Department:</b> Sheltered Housing	<b>Location:</b> South Cambridgeshire District Area
<b>Job title:</b> Sheltered Estate Officer	<b>Post number:</b>
<b>Grade:</b> 4	<b>SCP range:</b> 20-25
<b>Responsible to:</b> Senior Sheltered Estate officer, Community Impact Team Leader, Head of Housing.	<b>Responsible for:</b> Covering sheltered schemes in the area.
<b>Health Considerations/ Risk/ Surveillance Required:</b> <b>Lone Worker, Manual handling, VDU user.</b>	

## Description of duties and responsibilities

- To provide a high quality, flexible management service, tailored to the needs of older residents, which encourages independence and allows dignity and quality of life.
- To work as part of a team to manage a number of sheltered housing schemes.
- To work with residents and the wider community to promote independent living for older people.
- To promote the use of the communal room and facilitate activities with residents of the sheltered schemes and the wider community
- To establish effective links with other agencies, families, carers, voluntary sector and others.

## Key result areas / overview

To act as the first point of contact for a number of residents within the sheltered housing service and to take responsibility for SCDC communal facilities as directed.



## Key contacts / communication links

### Internal

Community Impact Team leader, Visiting Support Team, Housing Services Team, Contact Centre, Housing Options Team, Property Services, Environmental Services, Housing Benefits and Rents Team

### External

Enhanced Team, Centra alarm monitoring centre, Voluntary sector, Contacts for social function, relatives of residents. Outside agencies.

## Key responsibilities / specific duties

Be the lead officer for several sheltered schemes throughout the district, providing a customer focussed service to the residents who live on those schemes

Encourage resident participation at the sheltered schemes, facilitate communal activities and work with residents and older people in the local community to promote and monitor the use of the communal rooms in accordance with council policies and procedures

Be responsible for external bookings of the communal room as per Council's policy and procedures, whilst maintaining good communication and liaison with residents to the appropriateness of those bookings

Collect monies for the Concessionary TV Licence where appropriate.

Manage guest room bookings if appropriate.

Ensure that all vacant sheltered properties on the schemes are re-let efficiently and in line with the Council's policy, including, sign-ups and induction for new tenants and leaseholders.

Carry out home visits and assess new applicants for sheltered housing when requested.

Be mindful of support service on offer and refer residents to the service when appropriate



To report and monitor repairs required to Communal Facilities, scheme estates and investigate repair concerns for residents where appropriate.

Undertake estate inspections with housing service officers, residents, and contractors in respect of grounds maintenance, repairs, and cleaning contracts

Test the alarm systems weekly at communal rooms and conduct monthly programme of alarm visits to resident's properties on sheltered schemes

Maintain strong communication links with visiting support officers to ensure residents are receiving a flexible customer focussed service – ensuring information about the schemes and service is shared between you.

## General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.



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The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: 2020