



SCHEME MANAGER – TEMPORARY POSITION FOR 12 MONTHS

JOHN CREWDSON COURT, ANNIS ROAD, LONDON

£18,296 TO £20,011 PER ANNUM (PRO RATA), 35 HOURS PER WEEK

We are looking for a positive and professional individual to manage a Sheltered Scheme consisting of 31 units in John Crewdson Court.

With responsibility for monitoring the day-to-day support needs of residents, you will ensure the delivery of all aspects of support management functions. This will include working within the Supporting People framework to ensure support plans and associated records are completed as well as liaising with other agencies as appropriate.

With strong interpersonal and communication skills, you will be the first point of contact for visitors to the Scheme and will be responsible for reporting any health and safety issues.

Previous experience of undertaking a similar role is required.

Travel may be required therefore a full driving licence and access to a vehicle would be desirable.

Excellent benefits include 26 days annual leave (pro rata) and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2435.

Closing date: 5pm on 4th April 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Housing Association is an exempt charity.





Candidate Information

For

Temporary Sheltered Scheme Manager

within

Older Persons Support Services

Date: March 2012

CANDIDATE INFORMATION PACK

About Sanctuary

Working in partnership with both public and private sector organisations, we are committed to providing quality affordable housing and effective social care services and facilities. As a not for profit organisation, our income is used for maintaining our properties to high standards and updating and developing our services.

Housing lies at the heart of our business. With regional operations based in the communities in which we operate, Sanctuary manages homes across England and Scotland, providing general rented, sheltered and home ownership accommodation.

Sanctuary currently employs over 8,000 staff across its UK network of regional and subsidiary offices and maintains Investor in People status.

A growing and rapidly changing organisation, Sanctuary has diversified into the business areas of Care and Management Services.

Sanctuary Care - Our services fall into four main categories:

- Care Homes - Care for elderly & those with learning or physical disabilities
- Home Care - Providing domiciliary support in clients own homes
- Supported Housing - Extra support to live independently
- Extra Care - 24hr care on site, providing the level of support required

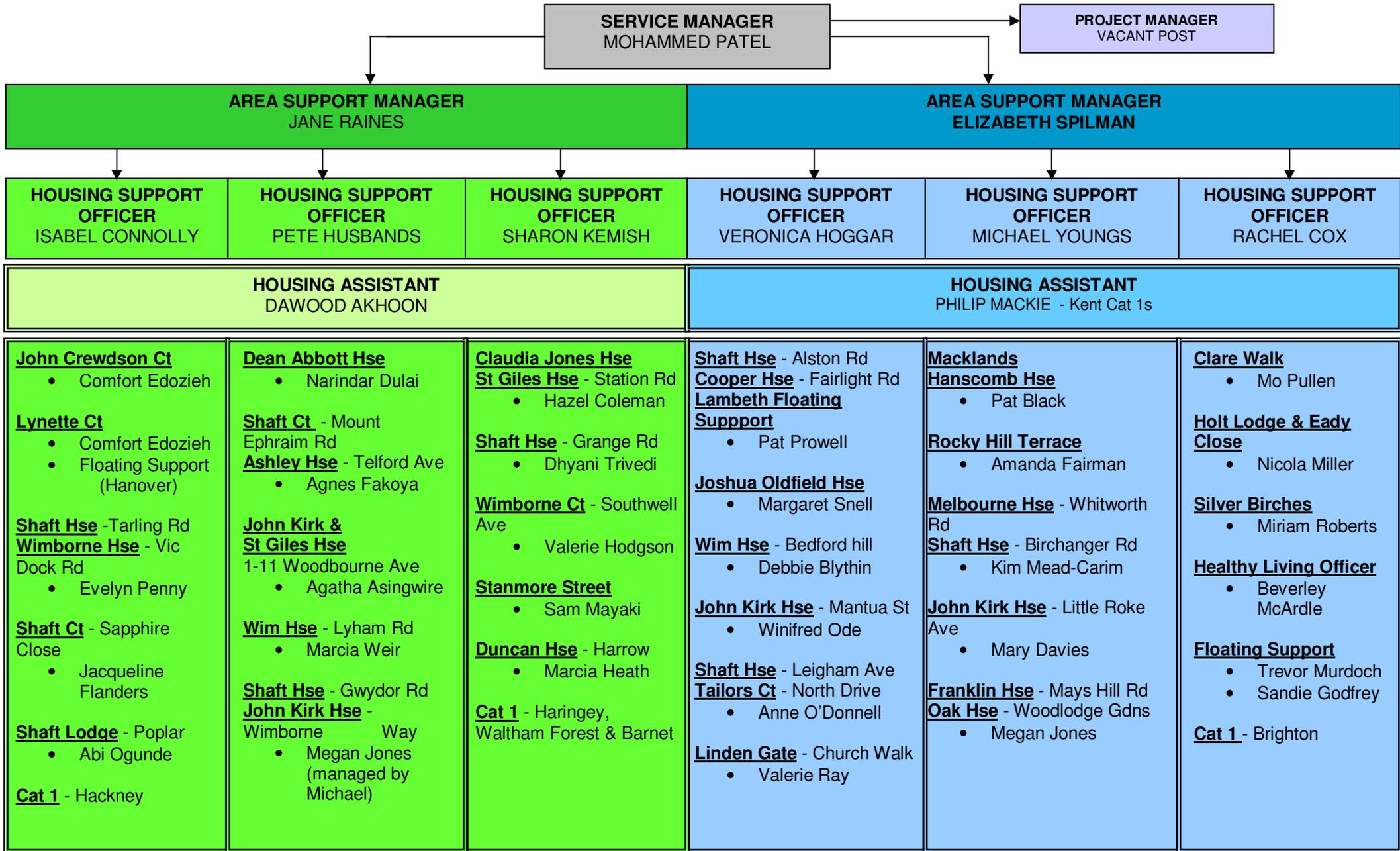
Sanctuary Management Services

A commercially focused business which delivers a broad range of facilities management services to Universities and NHS Trusts. This includes the provision of student accommodation and housing for key workers such as nurses.

About the position

This role will be responsible for the day-to-day management of the John Crewson Court Sheltered Housing scheme. Your focus will be to support residents in maintaining their wellbeing and independence, and to support the delivery of quality housing management services that respond to customer and organisational needs.

It may be necessary from time to time for the post holder to travel to other Sanctuary offices across the region for meetings and training events. Occasional trips to Head Office in Worcester may also be required.



It is a legal requirement under the Rehabilitation of Offenders Act 1974 that persons likely to be working with children, young persons or vulnerable adults disclose information in full relating to previous criminal convictions.

Due to the nature of work required in this post, it is a legal requirement that an enhanced police check is received and meets the standards set in Sanctuary's "Police Checks and Disclosure" policy prior to the confirmation of appointment.

The salary and hours will be discussed in more detail at interview should you have any questions.

Some of the Group benefits include:

- Pension Scheme
- PHI (Permanent Health Insurance) after a qualifying period
- Validium help line and counselling service
- Group Life Assurance
- Employee Assistance Programme, access to discounted services and benefits after a qualifying period and tax efficient benefits.
- A generous annual leave entitlement of 26 days (pro rata)
- Enhanced Maternity, Paternity and Sick Pay scheme after a qualifying period
- Learning and development opportunities

Further details of our excellent benefits scheme will be sent to the successful candidate.

Sanctuary is committed to the promotion of equal opportunities in its activities as an employer and as a Registered Social Landlord. We review and monitor the relevant policies to ensure adherence to its aims, legal requirements and enforcement of non discriminatory practice.

Sanctuary Housing operates a no smoking policy in all its offices.

There is a probationary period of 6 months for this position.

The appointment will be made subject to the receipt of two satisfactory references, police check and CRB as necessary and evidence of eligibility to work in the UK.

If this job requires you to drive on company business (please refer to the advert and role/job profile for this information), it is necessary for you to provide the following documentation if successfully appointed to the role (you are also asked that you bring a copy of your valid driving licence if invited to attend any interviews):

- Valid driving licence (both the paper counter part and the card if applicable)
- Copy of current MOT (if applicable)
- Copy of motor insurance certificate (not the Schedule) declaring you have business cover (if you are going to use your own vehicle for company business)

Please note that the above documents will be required on an annual basis should you be successfully appointed to the role and need to claim for expenses relating to company travel.

Closing Date

The Application Form must be completed in full along with the Equal Opportunities Monitoring Form.

Your application should be returned by **5pm on 4th April 2012**. Late applications **will not** be accepted.

Interviews

It is anticipated that short-listed candidates will be invited to attend interview between **23rd April and 5th May 2012**.

Please let us know when submitting your application if you are unavailable during this time so that arrangements can be made.

Contact Details

If you have any questions on the above information or wish to discuss the post in more detail, then please contact **Isabel Connolly Housing Support Officer on 0800 781 4755**.

Assistance for Candidates

Recruitment Plus

Recruitment Plus is a service designed to make it easier for disabled people and those with health conditions apply for jobs.

The service is provided by Sanctuary and Remploy, who will work with you to help you through the entire application process.

The next step

Call Remploy and tell them you are applying for a job through Recruitment Plus. Confirm that you are eligible for the service, then they will help with the following:

- Applying for the job
- Interviews
- If you don't get an interview
- Job Offers
- Starting your new job

For further information call a Remploy Recruitment Advisor on 0845 601 5878.

SCHEME MANAGER

Reports to:	Housing Support Officer
Scope:	<ul style="list-style-type: none"> ▪ Scheme based with some travel in the local area ▪ Some telephone and computer use with associated office hazards ▪ Flexible working approach required to meet the needs of the business with occasional weekend and evening working required
Job Purpose:	Support residents to maintain their well-being and independence to ensure the effective delivery of high quality, safe and value for money housing support services that meet their identified needs and organisational objectives.

CONTEXT

This job delivers day to day support to residents on specified scheme(s) within the Sanctuary London and South East region, within the Housing and Communities business.

The job holder will act as the main point of contact for residents, providing information and support as appropriate for their needs to enable them to live independently and maintain their tenancy. They will assess individual needs to promote well being and independence, working with resident's families and appropriate external agencies as needed. They will be responsible for preparing and reviewing support plans for residents as appropriate. Other duties will include supporting the local housing teams in monitoring voids and optimising occupancy levels by carrying out assessments on applicants, and ensuring any administration related to these duties is completed on time.

The job holder will be responsible for coordinating resident involvement activities and events, supported by the local housing teams. These activities and events will need to be accessible and inclusive and be of benefit to the wider community wherever possible. The job holder will assist the local housing teams to ensure that residents have the opportunity to make recommendations for service improvements, and are effectively consulted on these and are involved and kept up to date with progress. The job holder will work within the organisational policies and procedures and ensure compliance with relevant legislative and regulatory requirements. This may include undertaking risk assessments in relation to individual residents, monitoring the scheme in relation to health and safety, carrying out inspections as needed and ensuring any identified issues are dealt with quickly. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Support residents to maintain their well-being and independence to ensure the effective delivery of high quality, safe and value for money housing support services that meet their identified needs and organisational objectives.
Measure: Feedback, external assessments and reviews
2. Meet all legislative and regulatory requirements for housing services activities to ensure clean and safe homes for the Group's customers, including undertaking risk assessments as needed and ensuring faults are reported and monitored.
Measure: Compliance with Housing legislation and health and safety regulations, completion of agreed risk assessments, cleanliness and safety of scheme
3. Improve resident involvement and promote well being, including establishing and maintaining links with the local community and external agencies as appropriate to ensure involvement activities are accessible and benefit the wider community where possible.
Measure: Feedback, delivery in line with customer expectations and organisation objectives, number of activities/events coordinated
4. Provide administrative support for the delivery of high quality and value for money housing services, including maintaining accurate records, assisting with the setting and monitoring of budgets and accounts and supporting debt recovery.
Measure: Inspection results (target 3 stars equivalent), external assessments and reviews, STATUS survey feedback, achievement of targets e.g. ASB, resident involvement, tenancy management, complaints, etc.

5. Effectively manage relationships with key stakeholders, service providers and residents, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately, including resolving problems or setting into motion the means of resolution, ensuring customers are kept informed.
Measure: Customer feedback, problems resolved efficiently, service levels met

RESOURCES

Finance	Supports delivery of services within scheme budget
Staff	No direct staff
Other	Service provision to one or more scheme(s) Impact on tenants in up to 5 schemes

PERSON SPECIFICATION

Competencies

Adaptability	When appropriate takes action to flex rules and standard procedures so that they fit a specific situation or help achieve a wider company goal.
Communicating and Influencing	Takes a single action, or uses same approach multiple times to influence others directly. Relies largely on logic, facts or reason to persuade.
Continuous Improvement	Monitors own performance against a self-imposed standard of excellence to ensure work is adding value and goals are being met.
Customer Service	Takes personal responsibility for resolving customer service issues.
Decisiveness	Acts quickly and decisively when others might wait, study the situation and hope the problem will resolve itself.
Problem Solving	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities / differences with problems experienced before and identifies possible solutions.

	Essential	Desirable
Qualifications and Attainments <ul style="list-style-type: none"> ▪ Able to demonstrate a level of numeracy and literacy to the equivalent of GCSE Grade C or above in English and Maths ▪ NVQ3 in relevant area (e.g. health & social care) or knowledge and ability at an equivalent level 	√	√
Work Experience <ul style="list-style-type: none"> ▪ Proven experience of working with older people in a support capacity and understanding their support needs or similar ▪ Working knowledge of the key needs and services available to residents ▪ Working knowledge of good practice resident involvement or customer participation activities and practices ▪ Working knowledge of working to deadlines and prioritising work loads ▪ Working knowledge of effective communication at all levels ▪ Some experience of problem solving and implementing effective solutions, including the importance of referrals as needed ▪ Some experience of community care values, policies and procedures ▪ Working knowledge of handling confidential and sensitive information 	√ √ √ √ √ √ √	√ √ √
Skills <ul style="list-style-type: none"> ▪ Good communication skills including clear written and spoken English ▪ Good interpersonal and customer care skills ▪ Ability to use and update computerised systems ▪ Ability to interpret computerised information and documentation ▪ Ability to stay calm and constructive in emergencies ▪ Values diversity and shows commitment to equality of opportunity ▪ PC literacy <ul style="list-style-type: none"> Basic Microsoft Word or similar Basic Microsoft Excel or similar Some experience in the use of Housing systems or similar Email and internet communications 	√ √ √ √ √ √ √	√ √ √ √