

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Senior Living Officer
Service:	Housing
Team:	Senior Living
Location:	Borough wide
Reporting to:	Services Manager
Responsible for:	Domestic staff
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<p>To contribute to the overall promotion, organisation, customer service and direction of the Senior Living Service.</p> <p>To be a management presence on site to:</p> <ul style="list-style-type: none"> Help ensure the safety of tenants, help them to live independently and reduce the impacts of social isolation. 	

- Ensuring building management and maintenance is effectively managed.
- Ensure tenancy management (including sign ups) is dealt with effectively.

MAIN DUTIES AND ACCOUNTABILITIES

- To deliver excellent customer service as part of a proactive front line service, providing a safe and secure environment to our tenants.
- To provide tenants with intensive housing management, working with Housing Officers and other agencies, when required, to assist tenants in managing their tenancies.
- To encourage tenants to live as independent lives as possible and promote a 'Good Neighbours' scheme.
- To provide information to assist new tenants to adjust to living in the Scheme, ensuring that they understand the alarm system, central monitoring and door entry facilities and know exactly what to do in the case of fire and other emergency situations.
- To collect and document accurate personal data from tenants, ensuring that it is up to date and recorded confidentially and in line with General Data Protection Regulation (GDPR) by following the appropriate information systems within the Council and in liaison with the Careline monitoring centre.
- To manage the safe operation of technical systems (ie fire alarms, alarm system, etc), by testing and reporting faults according to procedures, to maintain the safety and security of tenants and the building, and undertake routine health and safety tests, such as Legionella checks.
- To undertake all necessary Housing Management functions at the Scheme in order to ensure that the building and grounds are maintained to provide the tenants with a safe and secure environment. This will include managing the letting of properties, dealing with voids.
- Comply with all Health and safety (Compliance) legislation for your area of work, ensuring that risks are identified, managed and monitored as required.
- To review and maintain up to date risk assessments relating to the scheme and ensure compliance with the Council's Health and Safety policy.
- To liaise with Housing Management, Rents, and Repairs staff on a regular basis reporting back any individual tenant/property and estate issues that require attention.
- To promote the use of telecare technology to help meet the needs of individual tenants.
- Encourage tenants in the organisation of social gatherings and other activities that are of interest to the tenants.
- As and when required, signpost tenants to packages of care and support with the appropriate services, for example, Adult Social Care.
- Where there is a concern that Senior Living is no longer an appropriate environment for the tenant, due to increasing mental and physical frailty, liaise with the Services Manager and appropriate agencies to identify suitable alternatives.
- Have links with community groups and parish councils to create opportunities to maximise the use of the communal areas within the schemes.
- To actively assist the Services Manager with income generation, and in seeking funding opportunities.
- To actively assist the Services Manager with budget monitoring and help to ensure that the schemes are financially viable.
- To become a 'champion' within the Senior Living team, by taking a lead role in new initiatives and ways of working to help the continual development and sustainability of Senior Living schemes.
- To manage and monitor the performance of the Domestic Staff and carry out regular performance and appraisal reviews.
- Provide cover at other Schemes as and when required.

- Have a lead role in business continuity planning and implementation, including out of hours (NB. Out of hours – only in the event of a catastrophic event, and if you are available – See ‘Out of Hours’ policy).
- Carry out any other duties that might be reasonably required.

DIMENSIONS OF THE ROLE

- To manage the Senior Living schemes, up to approximately 60 tenants at a time, working across schemes as and when required.
- To be responsible for the routine implementation of the Council’s Health and Safety Policy within the scheme, including the conduct and regular review of risk assessments, safe systems of work when working with our staff, and contractors, and the training of staff to ensure that work is carried out in a safe manner.
- To have regular contact with other members of the Senior Living staff team.
- To have regular contact with the Housing Management team , for more complex cases.
- To promote the Senior living schemes to prospective tenants and their families to ensure that the schemes are at maximum occupancy.
- To have regular contact with community groups and parish councils to facilitate partnership working.
- To have regular liaison with our Compliance, Housing Options, Rents, and Repairs teams at the Council.
- To work outside normal office hours, including a willingness to be on-call, and to attend schemes out of hours in an emergency if you are able to.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

This post is accountable for:

- The safeguarding of tenants, including liaising with the Services Manager and appropriate agencies to help identify suitable alternatives if the tenants needs change significantly.
- To signpost tenants to other support services, as required.
- Providing a safe and secure environment for tenants by ensuring that the building and grounds are maintained and the Council’s Health and Safety policy is implemented.
- To assist tenants to comply with their responsibilities under their tenancy agreement.
- To promote good landlord and tenant relations at every opportunity.
- Being proactive for example, in promoting the use of telecare for tenants and developing links with the community to develop a community hub.
- To be accountable for ensuring that, as far as possible, the schemes are operating at maximum occupancy rates.
- Actively identifying opportunities for income generation, working to agreed targets.
- Ensuring emergencies are dealt with in an appropriate manner.

PLANNING/ORGANISING/CONTROLLING

- Responsible for the day to day decision making regarding the management of the scheme without reference to the Services Manager.

- Required to use judgement to make decisions on issues relating to management of the schemes, including when to consult the Services Manager.
- To be responsible for the management of our domestic staff.

CUSTOMERS AND CONTACTS

INTERNAL- ALL HOUSING DEPARTMENTS AND OTHER COUNCIL DEPARTMENTS.

EXTERNAL – TENANTS (AND THEIR CONTACTS), TENANTS PANEL, COMMUNITY GROUPS, PARISH COUNCILS, CARE CENTRE OPERATORS, CONTRACTORS, SOCIAL CARE TEAM, VOLUNTARY ORGANISATIONS, POLICE.

SERVICE/TEAM STRUCTURE

CONTEXT OF THE POST

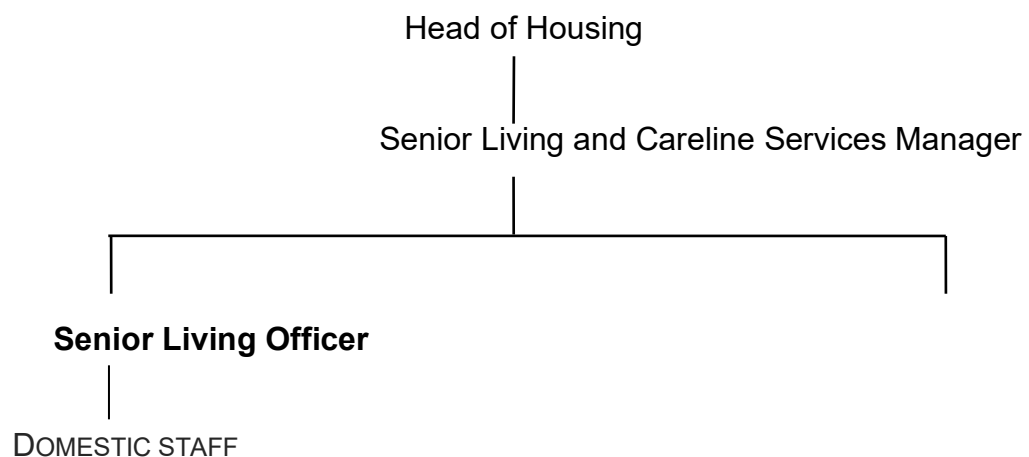
(The main features of the part of the organisation in which you work, e.g. in terms of its purpose and geographic boundaries)

(a) **SERVICE –** Housing Operations

(b) **TEAM –** Senior Living

(c) **ORGANISATION CHART**

(Organisation chart showing the people for whom you work, any staff who report to you and other colleagues within your Section)



PERSON SPECIFICATION

Candidates must be able to demonstrate, with examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE	Numeratorate and literate to at least GCSE standard	A/I	NVQ/QCF in an appropriate discipline.	A/C
			Experience of working in local government.	A/I
			First Aid qualification	A/I
	Experience of working in a customer focused environment.	A/I	Experience of working with either older, or disabled, or vulnerable people.	A/I
KNOWLEDGE / TECHNICAL SKILLS	Empathy and understanding of older, disabled and vulnerable people's needs and difficulties.	A/I	Basic skills in budget management.	A/I
	Excellent computer skills including excel, word, outlook.	A/I	Experience of working with autonomy.	A/I
	Knowledge of safeguarding.	A/I		
	Experience of managing the health and safety of staff and/or properties.	A/I		
	To have a financial awareness of service budgets.	A/I		
COMMUNICATION	Excellent verbal and written communication skills	A/I	Awareness of Safeguarding	A/I
	Ability to communicate at all levels and appropriately represent the scheme within the wider community	A/I		
	Committed to customer care and the provision of a high quality service.	A/I		
	Understanding of and commitment to			

CUSTOMER SERVICE	promoting equality and diversity in service delivery and employment.	A/I		
	Experience of providing direct customer service, and the ability to identify and meet the customers needs and expectations.	A/I		
	Accurate spoken English is essential for the post	I		
TEAM WORKING	Ability to work as part of a team.	A/I	Can positively influence the way the team works together.	A/I
	Ability to lead a small team of staff.	A/I	Cross departmental working.	A/I
MANAGING SELF AND OTHERS	Ability to work unsupervised and to plan, organise and prioritise own workload effectively to meet deadlines.	A	Experience of managing staff.	A
	Ability to display a calm, professional and sensitive approach, with the ability to diffuse potential conflict.	A/I	Experience of promoting staff development and team work.	A/I
	Ability to adapt to change.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Flexible and adaptable and be able to cope under pressure, whilst using your initiative.	A		
	Experience of forging and maintaining new relationships with members of the wider community.	A/I		
	Ability to take personal responsibility and ownership for decisions, actions and consequences, and learn from experience.	A/I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A/I		

	A full driving licence and a car available for work purposes.	A/I		
	Willing and able to travel around the Borough on a regular basis.	A/I		
	Ability to work outside normal office hours, including a willingness to be on-call, and to attend schemes out of hours in an emergency if you are able to.	A/I		

How assessed

A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

Disclosure and Barring Service

Due to the nature of the work, this post involves a check on an individual's criminal background. The check is carried out through the Disclosure and Barring Service (DBS, previously CRB). Any offer of employment will be subject to receiving satisfactory clearance from the Disclosure and Barring Service.

For Official Use only			
Job title:	Senior Living Officer	Post no:	
Service:	Senior Living	JE score:	271
Team:	Housing Operations	Pay band:	8
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	3	
	Can do approach/Results	2	
REVIEWED BY:	David Brown	DATE:	July 2024
CHECKED IN:		DATE:	
LAST UPDATED:		DATE:	