

Job Description

Job Title:	Extra Care Scheme Manager
Employer:	Torus
Location:	Liverpool/St Helens/Warrington
Salary:	£33,505
Responsible to:	Extra Care Operations Manager
Responsible for:	Housing management, housing support and facilities management services

PURPOSE OF THE POST

To take the lead on delivery of high quality housing related support, housing management and facilities management services within a complex Extra Care setting.

Taking full responsibility for the operational management and overall quality of services, you will work closely with onsite care and support providers and other stakeholders. You will ensure that services are delivered in a flexible and empowering way to meet the needs and preferences of individual residents and that the highest level of customer service is provided.

KEY RESPONSIBILITIES

Operational

1. To lead on a case management approach and to prioritise team members work load and provide statistical information relating to performance, outcomes and ensuring that comprehensive records are maintained.
2. Co-ordinate tenancy, letting and housing management services.
3. Lead on the management of the allocation and letting of properties in accordance with the local authority's lettings and allocations policy to maintain a balanced community.
4. Undertake sign-ups with new residents ensuring they understand their tenancy conditions.
5. As part of the induction, ensure new residents are able to manage the safety and security of their accommodation successfully including carrying out an inspection of the property.
6. Facilitate monthly resident meetings and annual service charge meetings where required.
7. Investigate and deal with breaches of tenancies and incidents of neighbour nuisance.
8. Manage low level complaints received in accordance with the Groups complaints policy, escalating to Extra care Network Manager where required.

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- 9. Co-ordinate services provided by other contractors and sub-contractors including repairs and maintenance.
- 10. To ensure residents are offered opportunities to maintain and develop new skills by participating in a range of stimulating health and wellbeing activities both on the scheme and in the wider community.

Health and Safety

- 11. Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

Equality and Diversity

- 12. Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

Safeguarding

- 13. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

Person Specification

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Employer: Torus

Location: Liverpool/St Helens/Warrington

Criteria	Essential / Desirable?	Method of assessment
1. Appropriate professional qualification HND/Degree/Management qualification to level 3 or appropriate experience and training. Housing/Social Care Qualification or Membership of CIOH or Registered Managers Qualification. GCSE English and Maths grade C or to an equivalent standard.	E D E	C C C
2. Experience and Track Record At least 3 years' experience of working in the housing and or social sector. Experience of working with older and or vulnerable people within a housing or social care environment. Understanding of the social, physical and mental health needs of an aging population and the ability to promote their general wellbeing and quality of life. Track record of completing assessments and developing support plans with targets and outcomes for clients. Track record of managing a case load multi agency working. Experience of crisis management, risk minimisation and of making decisions in difficult situations. Evidence of managing personal resilience when dealing with difficult situations and identifying mechanisms to deal with these. Experience of providing budgeting advice and budget planning with clients. Demonstrates a commitment to E&D in the workplace and in the delivery of services to customers in the scheme. Demonstrates a commitment to H&S to ensure safe operations and environment for staff and customers. Ability to use a range of ICT software packages and systems.	E E E E E E E E E E	A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I

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every kind
of talent

Person Specification		
3. Managing Change Anticipates reactions to change and new interventions and suggests appropriate responses.	E	I
4. Leadership and Vision Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.	E	A/I
5. Interpersonal Persuasion and Influencing Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement. Passionate, committed and self-motivated to inspire others to change.	E E	I A/I



torus

Person Specification

6. Communication Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect. Competent user of the digital/social media channels and their role in communication and driving business success.	E E	A/I A/I
7. Financial & Risk Management Demonstrable governance and financial compliance management experience to ensure robust and compliant operations. Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement. Ability to travel to other Extra Care Schemes or Central Office using own or public transport.	D D E	I I I

Key:

AF = Application form

C = Certificate

I = Interview

T = Test

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