Job description and person specification

Job Title:	Extra Care Scheme Manager
Level:	Team member
Grade:	S01
Team:	Housing Management
Reporting line:	Head of Housing Management
Financial scope:	Budget of up to £10,000 relating to scheme contracts
DBS check required:	Yes

What is the purpose of my job?

As an Extra Care Scheme Manager, I will provide local housing management and housing related support services to residents living at Hazelhurst Extra Care Scheme. I will represent Phoenix in the local community. To manage the scheme and its environs, including working closely with staff from other organisations based on the scheme .

In my job I will:

Adhere to the cultural values of Phoenix taking ownership of outcomes, continuously improving performance standards and contributing to the development of the Extra Care Service.

Monitor all services that operate at the scheme and ensure that the necessary standards are met with regard to the management of the care contract, restaurant, communal rooms, hairdressers, shop and other communal facilities at the scheme.
Supervise the catering contract and ensure that the food quality is at the required standard. Arrange and attend regular catering monitoring meetings.

Supervise the cleaning and garden maintenance contracts (for communal areas only) and liaise with internal/external contractors to ensure effective maintenance of the building.

Attend panel meetings for the allocations of tenancies as required and maintain an appreciation of the balance of care provided across the scheme so that vacancies can be filled effectively.

Carry out regular equipment checks in accordance with Phoenix procedures. Undertake any required water systems management checks.

Collate information for use at management liaison group meetings and other external meetings. Provide verbal and written reports as requested.

Check and authorise payment of invoices for work carried out at the scheme.

Work with other Phoenix staff to ensure the effective management of arrears, the timely turnaround of voids, and ensure that repairs are reported and carried out within agreed timescales.
Assist in the preparation of budgets whilst monitoring expenditure in line with budgetary constraints.

To carry out on the job induction training for directly employed staff and identify any training needs and ensure these are met.

In Support of Residents I will:

Ensure that a consistently high quality of service is provided to residents at all times.

Make contact where agreed with residents, either personally or through the emergency call system.

When on duty, respond to the relevant calls received through the emergency call system or otherwise and take follow up action as required.

In conjunction with care staff, assess and make provision for additional Assistive Technology as appropriate.

Act as a facilitator to ensure that residents receive the care and support services and advice that they require from the care provider or other statutory bodies.

Work closely with the care team based at the scheme to ensure that residents receive the correct care package suitable for their needs.

Assist in supporting and maintaining the working partnership between the care provider and service commissioner.

In support of Community Development and Resident Involvement I will

Promote social activities in the scheme and encourage the wider community to use any facilities provided at Hazlehurst.

Work with external groups/agencies to ensure that all facilities are open to the wider community.
Carry out promotional work for Extra Care as appropriate.

Promote opportunities for resident involvement at Hazelhurst and The Green Man.

In my General Duties

Be aware of the content and comply with Association policies and procedures where applicable
Be aware of national policies affecting housing for older people and community care and health issues.

Participate and assist in training to maintain the necessary skills and knowledge to perform the role and to meet any legislative requirements

Participate in housing related project work when required.

Maintain Health and Safety requirements on the scheme in accordance with the Health and Safety Policy

Observe operational scheme manual and ensure scheme risk assessments are applied

Understand the use of scheme systems and equipment, carry out appropriate checks and test and monitor the activities of maintenance contractors

Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria
Experience, Knowledge, Understanding	**Communication:** Communicates well and takes positive steps to confirm that requests for information are fully satisfied and that information supplied is accurate, comprehensive and easily understood. **Decision Making:** Analyses problems, seeking relevant information if necessary, balances issues priorities and implements or recommends solution or course of action. **Delivery:** Nearly always achieves required results within the time available, adjusting priorities and work schedules as necessary to respond to changing circumstances. Always willing to work within a greater degree of flexibility if requested to do so. **Organisation and Work Planning:** Shows attention to detail. Thinks ahead in relation to specific tasks and prioritises own work effectively. **Customer Orientation:** Understands diversity and demonstrates ability to listen to customers, conveying interest and understanding. Takes ownership of customer problems and responds appropriately and promptly. Respects legitimacy of customer expectations at all times
Education and Qualifications	Good standard of general education i.e. a minimum of GCSE Grade C or equivalent in Maths and English.
Skills	"Can do" attitude & positive solution driven approach Resilient & calm approach when under pressure Willingness to work remotely and as part of a team
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.
Phoenix Strengths	Demonstrate commitment to the Phoenix Strengths: 1. Community 2. Customer 3. Consideration 4. Collaboration

*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.