JOB DESCRIPTION

Position: Scheme Manager

**Responsible to**: Tenant Services Manager

**Purpose**:

* To promote the independence, dignity, choices, security, equal opportunities, privacy, confidentiality, rights and well-being of tenants.
* To coordinate the assessment of tenants’ needs and advise them on the sources of provision of services to meet those needs.
* To encourage involvement in the Scheme’s activities and with the wider community.
* To ensure the administration, management and maintenance of the Scheme is in accordance with the published standards and procedures.

# General

1. The Scheme Manager is responsible for all matters connected with the Court to enable residents to live as independently as possible. With a position of this nature it is not possible to enumerate all the responsibilities and tasks which befall the Scheme Manager, but some of the more routine tasks and duties are listed in paragraph 9 below for guidance and compliance as necessary. The safety and security of tenants and buildings must always be given high priority.
2. Scheme Managers must be polite, fair, honest and even handed in all their dealings with tenants.
3. Basic working hours are 35 per week (Monday – Friday), 8.00 am – 4.00 pm (with an hour for lunch).

**BACKGROUND INFORMATION**

# Tenants Handbook

1. The Tenant's Handbook lays down the general framework of facilities and expectations to enable tenants to live in safety and harmony. Some rules aim to preserve the standard and appearance of the buildings, inside and out, whilst others have the well being of the tenants in mind. It is important to realise that we are dealing with elderly people and whilst some rules are mandatory e.g. the exclusion of larger domestic pets, others will have to be interpreted in a very tactful manner to avoid any feeling of regimentation.

# Welfare of Tenants

1. It must be borne in mind at all times that the flats are the homes of the tenants and their privacy must be respected. Under normal circumstances, the Scheme Manager or staff must not enter a flat without the invitation of the tenant.
2. The Scheme Manager is expected to provide a comprehensive support service to residents but is not expected to provide Care. They are to be on hand to give advice and to call in the necessary medical or social services when required. The aim is to provide 24-hour cover using a combination of the Scheme Manager, Relief Scheme Managers (from other courts) and Careline.

# Social Activities

1. The Scheme Manager should actively encourage the organisation of Social Activities. This could include: minibus trips, coffee mornings, whist drives, bridge evenings, bingo sessions, musical evenings and fish and chip suppers. The aim is to ensure that tenants do not feel isolated and a good community spirit is engendered. The assistance of outside organisations should be sought to provide entertainment. When an ongoing Tenants' Social Committee is in place, the Scheme Manager may be able to take a step backwards from facilitating such activities.

# Social Services

1. At some time, most tenants will require the help of the Social Services, such as Carers and Meals-on-Wheels. The Scheme Manager, acting as an 'Enabler', must be in a position to offer help and advice on obtaining these services, and must cultivate a good liaison with the local authorities.
2. Many tenants will be entitled to Housing Benefit, Council Tax rebate and Income Support. Advice and help is to be given so that all may obtain the maximum relief that they are entitled to.

# DUTIES

1. The Scheme Manager is to:
2. Sight/contact all tenants at regular intervals and, with their agreement, check on frail or indisposed tenants when requested or considered appropriate.
3. Assess tenants’ needs and, when necessary, refer to/liaise with other agencies and/or family. Review and reassess needs regularly, re-referring where appropriate.
4. Participate in care planning/monitoring and case conferences with other agencies where appropriate. Liaise with hospitals to ensure that the necessary services are organised prior to discharge.
5. Advise tenants on the availability of local statutory, private and voluntary services and organisations and on their rights to benefits and services and on complaints procedures.
6. Complete a Needs and Risk Assessment on all new tenants and a Support Plan, where required, as soon as possible after new tenants arrive.
7. Respond to alarm calls and emergencies when on-duty and summon assistance as required.
8. Offer help and guidance to tenants in distress and, if necessary, summon relatives or friends.
9. Check the security of the doors and windows of communal areas. Call the fire brigade immediately the Fire Alarm sounds and organise, if necessary, the evacuation of tenants and staff. Complete the entries in the Fire Log.
10. Inform the Tenant Services Manager as soon as possible or, in his absence the Housing & Services Manager, of the death of any tenant or significant incidents involving the emergency services.
11. Ensure that flats are kept in reasonable condition and that unauthorised decorations are not carried out.
12. Enter all tenant-reported defects and faults in the Defects Log and ensure that any failure in services is reported at once to the appropriate authority and to the Maintainer, or in his absence, the Housing & Services Manager. Defect Logs are to be are to be updated by the maintainers.
13. Collect and properly account for rents when necessary and ensure that all payments are banked at the nearest Lloyds Bank, on the same day. Pass receipts to Head Office. Properly account for expenditure from the petty cash float using the appropriate petty cash reconciliation form. All expenditure is to be supported by a receipt. Except in an emergency, any unusual or large amounts are to be cleared with the Tenant Services Manager first. Pass receipts with the Petty Cash form to the Tenant Services Manager before the float drops to about 25 per cent. The float will then be topped up by the same amount.
14. Be responsible for the security and proper use of furniture and fittings; maintain a log of flat and building access key holders.
15. Supervise the cleaners. Complete an order form every eight weeks for cleaning materials and pass to Head Office in time for purchase and delivery near the beginning of odd numbered months (e.g. January, March etc). Avoid special brand requests. Ensure there is sufficient stock to cover a short delay in delivery.
16. If invited, attend meetings of tenants' Social Committee, where in place, in order to give advice and assistance.
17. Ensure that the instructions in the Association's Health and Safety Policy are carried out, that all staff in the Court are familiar with the Risk Assessments in the Health and Safety Log (H&S Log) and have completed a Joining Training Form. Record details of any accidents to staff and residents in the Accident Report section of the H&S Log. Be familiar with the contents of the H&S Log.
18. Complete Employment Record and Time Sheets for all staff to Head Office by the appropriate date each month (as published by Head Office).
19. Complete daily, weekly, monthly health and safety and fire checks and record on logs provided.
20. Notify Head Office of any intended absence (e.g. holidays) in advance by using the electronic HR system.
21. Arrange coffee mornings for the tenants.
22. Provide assistance to the Chief Executive and Director of Housing, such as coffee and light catering, when Committee meetings are held in the Court.
23. Maintain a list of tenants and their near kin, next of kin and doctor plus a confidential, "Scheme Managers eyes only" list of any medical/personal information declared by the tenant. Keep Head Office informed in writing of any changes for the master database.
24. Maintain a personal file for each tenant - the file to be held centrally electronically, and kept under lock and key locally.
25. Read, understand and sign up to all the policies and procedures in the Scheme Managers Manual.