

## JOB INFORMATION PACK

### BACKGROUND INFORMATION

Castlehill Housing Association is based in Aberdeen and has over 2,000 properties across Aberdeen City, Aberdeenshire and Moray.

Castlehill provides Housing Support services at 12 of its Sheltered Housing Schemes, based in Aberdeenshire and Enhanced Housing Management Services at its 3 Sheltered Housing Schemes in Moray. The schemes are either staffed 7 days or 5 days per week.

In a sheltered housing scheme, tenants are encouraged to retain as much independence as possible and to live a normal life within a framework devised to give security. Tenants should be part of a happy, caring community where services provided are sensitive to their needs and wishes.

### POST INFORMATION

<b>Post Title</b>	Scheme Manager
<b>Location</b>	Queen Elizabeth Court - Fettercairn
<b>Hours of Work</b>	28 hrs per week, based on a rota which ensures cover 7 days per week. Must be available to work alternate weekends.
<b>Temporary contract</b>	This post is being offered on a fixed term basis until 31 <sup>st</sup> March 2022.
<b>Salary</b>	Starting salary for this post is £16,704  The salary grade for this post is S4, £20,880 - £23,200, [pro-rata]. Appointment will be made on the first point of the Grade.
<b>Holidays</b>	28 days per annum [pro-rata]
<b>Pension</b>	The postholder will have the option of joining our defined contribution pension scheme, our standard contribution rates are: Employee: 5% Employer: 10%
<b>Closing Date</b>	Thursday 22 <sup>nd</sup> April 2021 at 4pm
<b>Interview</b>	Interviews will be held on in line with Covid-19 guidelines. If it is possible to hold interviews in person by then, interviews will take place at Queen Elizabeth Court - Fettercairn. If this is not possible, interviews will be held by video call.  We will contact you after short-listing with regards to interview arrangements

Please complete an application form and Equal Opportunities form, which are available on the Jobs page of our website. To assist with your application, please read our Castlehill Background Information & Values document which is also available on the Jobs page of our website.

<https://www.castlehillha.co.uk/about-us/jobs-with-us/>

**Please note that we are unable to accept CVs only.**

As our offices are currently closed, and staff are working from home, please send complete applications by e-mail to: [jobs@castlehillha.co.uk](mailto:jobs@castlehillha.co.uk)

If you are unable to e-mail your application, or require any further information in relation to the post, please contact 01224 625822 or [jobs@castlehillha.co.uk](mailto:jobs@castlehillha.co.uk).

Further information about Castlehill Housing Association is available on our website: [www.castlehillha.co.uk](http://www.castlehillha.co.uk)



# JOB PROFILE

## 1. JOB IDENTITY

<b>POST TITLE:</b> Scheme Manager	<b>DEPARTMENT:</b> Housing Management
<b>REPORTS TO:</b> Senior Housing Support Officer	<b>SALARY GRADE:</b> S4

## 2. JOB PURPOSE

- Providing a housing support service to tenants in a sheltered complex; maintaining a safe living environment for their wellbeing, in accordance with the Association's policies and procedures, and regulated by the Care Inspectorate, in accordance with National Care Standards and SSSC codes of practice
- Promote the independence, dignity, choices, equal opportunities, security, privacy, confidentiality, rights and well-being of service users
- There is a responsibility for the post holder to demonstrate a commitment to Castlehill's aims and objectives

## 3. MAIN DUTIES

### PROVIDE A HOUSING SUPPORT SERVICE

- Give housing support to tenants and complete a Housing Support plan with each new individual tenant, updating these on a six-monthly basis, when new data is supplied by tenant, or there is a significant change in circumstances
- Maintain confidentiality at all times in respect of matters pertaining to the Association and its tenants/service users
- Promote independent living, while abiding to the defined standards and procedures
- Complete relevant documentation for registering individual tenants with Community Alarm, by updating individual tenant details
- Assist tenants with day to day living according to their needs, this can include daily calls or visits in accordance with tenants wishes, scheme checks and dealing with concerns
- Communicate with National Health Service and Homecare staff or any other outside organisations or personnel requested by tenants.
- Maintain a variety of essential procedures and records including but not limited to; daily support/contact records, accident and incident reports, complaints, reporting repairs and ordering of materials
- Assist and advise tenants and maintain strict records in accordance with Castlehill policies for legitimate activities involving financial transactions

- Carry out other administrative duties such as gathering information for feedback and attending Scheme meetings and attend training courses; first aid, fire safety, food hygiene, as required by management
- Provide and maintain an emergency call/alarm system and respond to emergency calls
- Assist with the inspection process and the implementation of action plans and other regulatory requirements arising from Care Inspectorate inspection and/or local Council contract monitoring inspections
- Carry out regular operational and safety checks at least every quarter on emergency alarm system (in individual properties and common areas) and individual pendants issued to tenants
- Be aware of identifying any adults who may be at risk from abuse or harm and follow further action, in accordance with the Association's policies and procedures

#### **MAINTAIN A SAFE LIVING ENVIRONMENT AND OTHER MANAGEMENT TASKS**

- Carry out regular operational and safety checks in line with internal procedures to ensure a safe and secure environment for tenants, completing necessary paperwork as required
- Report faults and repairs to Maintenance Officer, or other staff, and deal with maintenance contractors and complete relevant paperwork. Assist with projects relating to Planned Maintenance/Major Repairs, including attendance at meetings of tenants and liaison with relevant contractors
- Ensure the health and safety of all tenants, cleaner and maintenance contractors, in accordance with Health and Safety policies and regulations and complete appropriate paperwork where relevant
- Deal with tenancy management issues as necessary and refer, where appropriate, to Housing Manager or Housing Officer

#### **ENCOURAGE SOCIAL INVOLVEMENT**

- Encourage tenants to socialise with other tenants and staff, ensuring best use of communal facilities in the scheme
- Assist with social activities that are held in the scheme, attending meetings with tenants as required
- Compile weekly newsletter or manage dissemination of information to tenants including social activities, maintenance work and staff updates

## **4. QUALIFICATIONS & TRAINING**

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|-------------------|---|
| <b>ESSENTIAL:</b> | <ul style="list-style-type: none"> <li>• Must hold or be willing to work towards SVQ Level 2 in Health &amp; Social Care in order to meet the requirements of SSSC registration</li> <li>• Relevant SSSC registration or willingness to obtain this within 6 months</li> <li>• Commitment to continuing professional development</li> </ul> |
| <b>DESIRABLE:</b> | <ul style="list-style-type: none"> <li>• First Aid Awareness Training</li> <li>• Duty of Candour Training</li> </ul>  |

## 5. EXPERIENCE

**ESSENTIAL:**

- Experience of working in a housing, health or social care setting

**DESIRABLE:**

- Experience of working with older people

## 6. KNOWLEDGE & SKILLS

**ESSENTIAL:**

- Caring nature, with good interpersonal and communication skills
- Ability to maintain up to date and accurate records
- Good IT skills with experience of using Microsoft packages
- Ability to work with minimal supervision
- Ability to maintain confidentiality

**DESIRABLE:**

- Knowledge of relevant care standards
- Knowledge of relevant health and safety issues

## 7. ADDITIONAL REQUIREMENTS

<b>SSSC</b>	<ul style="list-style-type: none"><li>• <b>Scottish Social Services Council Membership</b> This post provides a housing support service and falls under one of the SSSC's 'key groups' of workers within care services. The postholder will therefore be required to register with the SSSC as a Housing Support Worker within 6 months of commencing employment. If an employee fails to register with SSSC within this period, it may be necessary to terminate the employee's appointment.</li></ul>
<b>CRIMINAL RECORD CHECKS</b>	<ul style="list-style-type: none"><li>• <b>PVG Scheme Membership</b> This post involves regulated work with protected adults under the Protection of Vulnerable Groups (Scotland) Act 2006. The preferred candidate will be required to join the PVG Scheme or undergo a PVG Scheme update check. A confirmed offer of appointment will be subject to a satisfactory outcome of this pre-employment check.</li></ul>
<b>DRIVING</b>	<ul style="list-style-type: none"><li>• Not applicable to this post</li></ul>