

Hammersmith United Charities Scheme Manager Recruitment Information Pack



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Introduction



Thank you for your interest in Hammersmith United Charities. It is an exciting time to be joining the charity. Over the past five years, the Charity has undertaken many strategic changes and is now on the brink of becoming a larger housing provider.

Brief History of Hammersmith United Charities

Hammersmith United Charities (HUC) is a non-profit making organisation and has two main charitable activities:

Almshouse:

This is the provision of sheltered Almshouse accommodation for the elderly poor of the former Metropolitan Borough of Hammersmith.

Relief in Need:

This is to use surplus income to relieve hardship or distress by making grants to those in need.

In 1634, Dr Thomas Iles gave money and land to establish homes for those in need in Hammersmith.

In 1923 his charity and those of several other generous Hammersmith residents were amalgamated to form Hammersmith United Charities.

Currently, HUC has two Almshouses providing sheltered accommodation for older people aged 60 and over and in need, John Betts House (39 flats) and Sycamore House (32 flats).

We have carried out major refurbishment works on our existing flats over the last four years and in March 2012 we will be completing on building 24 further flats on the grounds of Sycamore House. This will increase the total number of flats on the site to 56.

At HUC, we promote the rights of individuals by providing a safe, supportive and non-discriminatory environment, where residents can develop relationships and maintain independence within their own home and the wider community.

Who's Who at HUC

Trustees

The trustees who, are volunteers, have legal responsibility for all aspects of HUC's operation. There may be up to 16 trustees.

The staff are accountable to the Trustees via the Clerk.

Clerk

The Clerk, is the Chief Executive of HUC and has overall responsibility for running and governance of the organisation: Housing, Relief in Need programme, ensuring continuing financial viability of the organisation and reports directly to the Trustees. The Housing Manager, Grants Manager and the Finance Officer report to the Clerk.

Clerk's PA

The Clerk's PA primarily provides administrative support to the Chair of the trustees, Clerk, and the Board of the trustees and has a central co-ordinating role within the organisation.

Housing Manager

The Housing Manager has overall responsibility for managing the charity's housing operation and line management responsibility for the Scheme Managers, Maintenance Officer and the resident Community Gardener. The Housing Manager is further responsible supporting the Admissions and Housing Committee.

Scheme Managers

The Scheme Managers, who are supported by a Relief Scheme Manager (weekend and bank holiday) are responsible for the day to day running of the sheltered schemes (Almshouses).

Maintenance and Health and Safety Officer

The Maintenance Officer is responsible for organising and co-ordinating both day to day maintenance and planned maintenance including flat refurbishment. Any residents requests for maintenance work are reported via the Scheme Manager. The post holder is also responsible for all aspects of health and safety throughout HUC.

Community Gardener

The Community Gardener is responsible for managing the communal gardens in the schemes and encouraging and engaging with residents to get involved in gardening.

Grants Manager

The Grants Manager is responsible for managing the Relief in Need Grants Programme and supporting the Relief in Need Committee.

Finance Officer

The Finance Officer is responsible for all financial accounting aspects of the organisation and works closely with the Clerk, the Housing Manager and the Grants Manager and is supported by a Finance Assistant.

HAMMERSMITH UNITED CHARITIES

Job Description

Post Title: Scheme Manager

Responsible To: Housing Manager

Supervises: Cleaners, contractors

Liaise with: Residents, colleagues in Hammersmith United Charities, Trustees, visitors, and external statutory and voluntary agencies.

Hours of Work: 37.5 hours per week Monday to Friday based at one of HUC's two Almshouses (sheltered schemes for older people). You will also be required to cover holidays and sickness for colleagues (other Scheme Managers).

Location: Sycamore House

Purpose of the role: To be responsible for the day to day management of the sheltered scheme by providing a professional housing management support service, which recognises the individuality and independence of residents. To represent Hammersmith United Charities and act as a catalyst to bring services to residents and to integrate the Almshouse into the community.

Core Duties and Responsibilities

Management Duties

- To be on duty during the prescribed hours and undertake management duties relating to the residents and the Almshouse as directed by the line manager.

Provision of Support to Residents

- Ensure that a consistently high quality of service is provided to residents at all times.
- Make daily contact with all residents, either personally or through the emergency call system. Respond to all calls received through the emergency call system or otherwise and take follow up action.
- Act as a facilitator on behalf of residents to ensure that they receive the care and support services they require from statutory and other bodies.
- Ensure that all residents have up-to-date information regarding Hammersmith United Charities and the local community, e.g. contact addresses and telephone numbers of chemist, GP and advice centre; activities at the day centre; local club activities and outings.

- Provide welfare benefits literature on an on-going basis and put residents in contact with the relevant bodies. If requested to do so by the resident, liaise with these organisations on behalf of the resident.
- Recognise the care and support needs of the residents and take appropriate action including liaising with the relevant statutory and/or voluntary bodies, relatives or friends. Any such action should normally only be taken with the resident's consent. Where a resident does not consent, but is thought to be at risk, similar action may be taken with authorisation of the line manager.
- Act as Hammersmith United Charities' representative at case conferences or other meetings involving residents' and potential residents' care plans.
- Continually monitor the appropriateness of care and support services for residents and consult and liaise with on-site and/or visiting care staff as appropriate. Accurate records of action taken should be maintained.
- Liaise with head office and external organisations, on behalf of residents.

Community Development

- Promote social activities on and between Almshouses and encourage the wider community to use the facilities provided at the Almshouse;
- Promote and assist with the setting up of care initiatives (e.g. shopping services, lunch clubs, and cleaning services) on the almshouse and the provision of services to the wider community (where appropriate).
- Actively promote and encourage resident participation in line with Hammersmith United Charities' strategy. In particular, encourage the participation of residents in Residents' forums.

Training Requirements

- Attend all career development training, courses and meetings when requested to do so by the line manager.
- If required, participate in the training of other scheme managers and offer support to them during their probationary period.
- If required, assist with the Almshouse based information and technology training.
- Be prepared to assist with the induction and training of directly.
- Attend Housing Team meetings and courses as required.

General Duties

- Be aware of the content, and comply with, the organisation's policies and procedures applicable to the post.

- Be aware of national policies affecting housing for older people and community care and health issues;
- With the advice of HUC's Health and Safety Officer, to maintain Health and Safety requirements on the Almshouse in accordance with HUC's Health and Safety Policy and the Almshouse risk assessment.
- Be aware of and promote the organisation's Equal Opportunities Policy.
- Perform any other general duties as required.

Management Duties

- To be on duty during the prescribed hours.
- Ensuring that all records are maintained accurately and clearly, including residents' records, maintenance contractors, social services and housing contacts.
- Monitor waiting lists and keep in communication with future residents as appropriate.
- Undertake home visits to applicants for Hammersmith United Charities' property in accordance with the organisation's procedures.
- Induct new residents in accordance with Hammersmith United Charities' procedures.
- Assist residents with any discrepancies in their rent accounts.
- Advise residents and their relatives of tenancy termination procedures.
- Upon receipt of notice of termination, inspect properties and initiate redecoration and repairs, in accordance with Hammersmith United Charities' guidelines, with the aim of re-letting vacant dwellings as quickly as possible.
- Assist in the marketing and promotion of Hammersmith United Charities within the community to ensure vacant dwellings are re-let as soon as possible.
- Liaise with Social Services, Health Authorities and Local Authorities for the benefit of residents.
- Assist in the preparation of maintenance contribution budgets in liaison with Head Office.
- Report day to day repairs in accordance with Hammersmith United Charities' procedures and where appropriate, receive requests, order and code invoices, within agreed financial limits.

- Be responsible for considering issues of security at the Almshouse and report any incidents.
- Organise and obtain quotations for annual almshouse based contracts and ensure that they are carried out as specified, e.g. window cleaning.
- Assist with the recruitment of staff if necessary.
- Supervise the cleaning and maintenance of the Almshouse as specified.
- Order supplies as necessary and appropriate for the Almshouse in accordance with financial guidelines.
- Ensure that the inventory for the Almshouse equipment and furnishings is maintained and updated.
- In line with Hammersmith United Charities' procedures, take responsibility for the petty cash float, residents' entertainment budget and any other Almshouse income.

Person Specification

Experience	
Effective Communication – telephone/face to face liaison with a variety of organisations	Essential
Literacy ability to write sound reports and maintain accurate records	Essential
Knowledge of and experience of dealing with statutory bodies – social services, housing benefit offices	Essential
Ability to organize workload and prioritise tasks	Essential
Understanding of Older People and their needs	Essential
Skills	
Accurate record keeping	Essential
Remains calm in dealing with emergency situations and making sound decisions for an appropriate course of action	Essential
Ability to work with minimal supervision	Essential
Customer Care	Essential
Mediation skills – resolves problems, assessing individuals needs empathising with residents.	Essential
Organisation able to monitor delivery of services to residents	Essential
Administrative skills	Essential
Resourceful in promoting communal activities	Essential
Computer literate	Essential
Qualifications	
Satisfactory education up to GCSE standard	Essential
National Wardens Certificate	Desirable
Willingness to train for National Wardens Certificate	Essential
Personal Competencies	
Decision making	Essential
Time Management	Essential
Confidentiality	Essential
Reliable	Essential
Calm and caring	Essential
Able to work in a flexible manner	Essential