



Dear Candidate,

Re: Scheme Manager Post at John Betts House

Thank you for your interest in the post of Scheme Manager at John Betts House, the closing date is 1st June 2018.

Hammersmith United Charities is a registered charity with significant 400-year history both as an Almshouse provider with 92 units of owned and managed sheltered accommodation for older people across two schemes, and a grants programme of £0.4 million a year.

The charity is a Registered Provider regulated by Homes England and employs 8 FTE staff: please see the website to get a comprehensive understanding of what we do: www.hamunitedcharities.org.uk

John Betts House is a sheltered housing scheme of 40 accessible flats set out over 3 floors, providing a safe and secure setting, surrounded by prize winning tranquil communal gardens that allow residents who are aged 60+ to remain independent for as long as possible, within a friendly and supportive community.

Please find attached:

- A summary of the Business Plan
- Job Description
- Summary of the key terms and conditions of employment

We look forward to receiving your CV together with a personal statement.

All enquiries should be made to **James Huntington**, Business Manager HARRISJONES RECRUITMENT

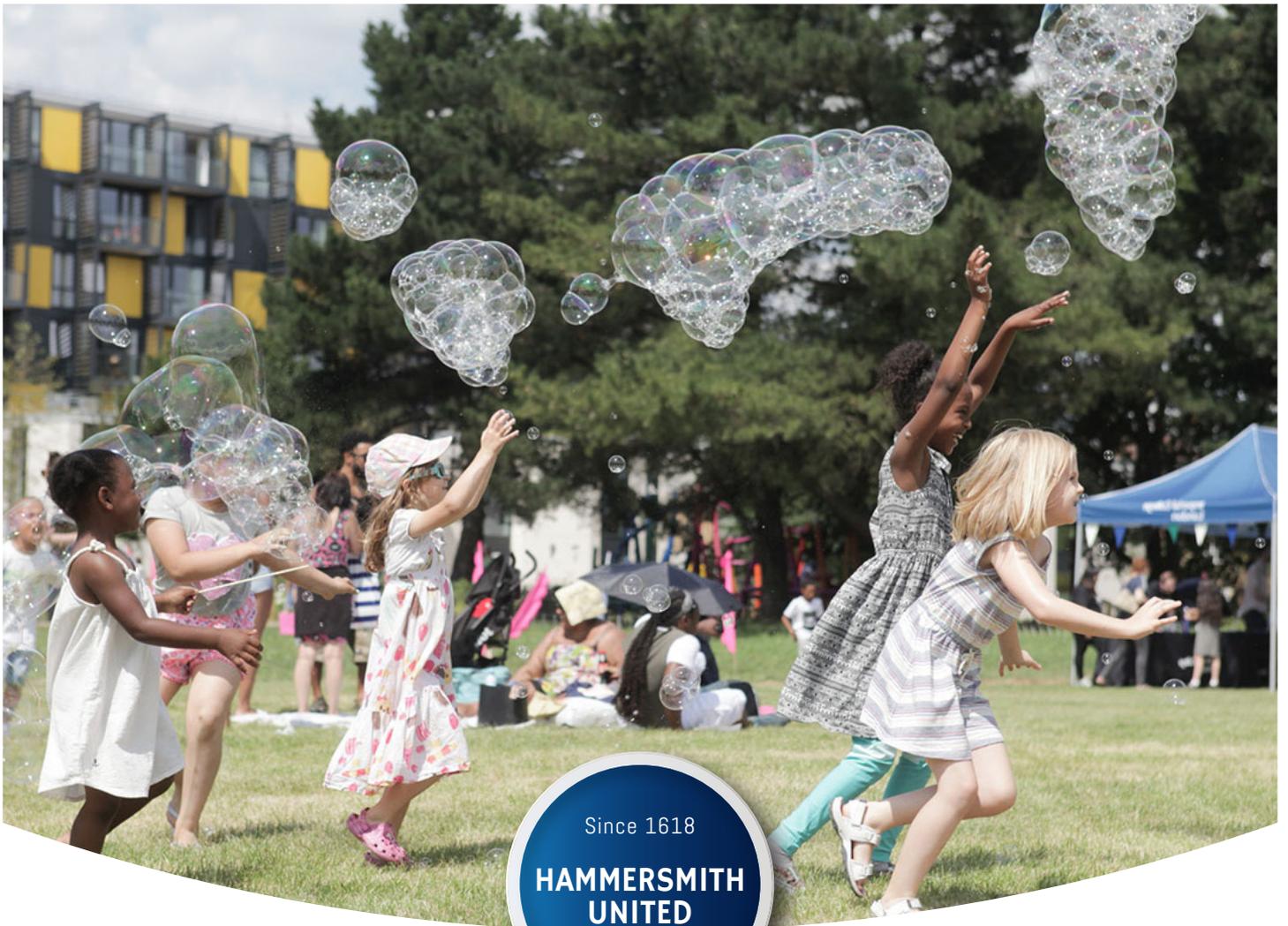
Telephone 0208 3322622
James@Harrisjones.co.uk

Kind regards,

Rita Nath-Dongre
Head of Housing & Property

Head office & Sycamore House
Sycamore Gardens, London, W6 0AS
General enquiries: 020 8741 4326

Registered Charity No: 205856
Homes and Communities Agency Registered No:1789



Since 1618

**HAMMERSMITH
UNITED
CHARITIES**

Forward to 400

Supporting the community since 1618

Content

Introduction	1
The Big Conversation	2
United in Hammersmith & Fulham	3
Intergenerational Housing Scheme	4
Objectives for 2017/2018	5
Timeline 400th Anniversary	6
1. Sustain and Develop what we do	8
2. Develop longer term financial plans and secure additional financial skills	10
3. Continue to raise our profile and develop 400th anniversary plans	11
4. Develop links and partnerships with Housing Associations	13
5. Develop local giving, collaboration and partnerships that meet identified need	14

www.hamunitedcharities.com

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Introduction

“Forward to 400”, our plan for 2017/18, takes the charity in to the first quarter of 2018, our 400th anniversary year.

Our plan has been informed and enriched by the **Big Conversation**, and the Big Idea underpinning the celebration of our 400th anniversary is simple:

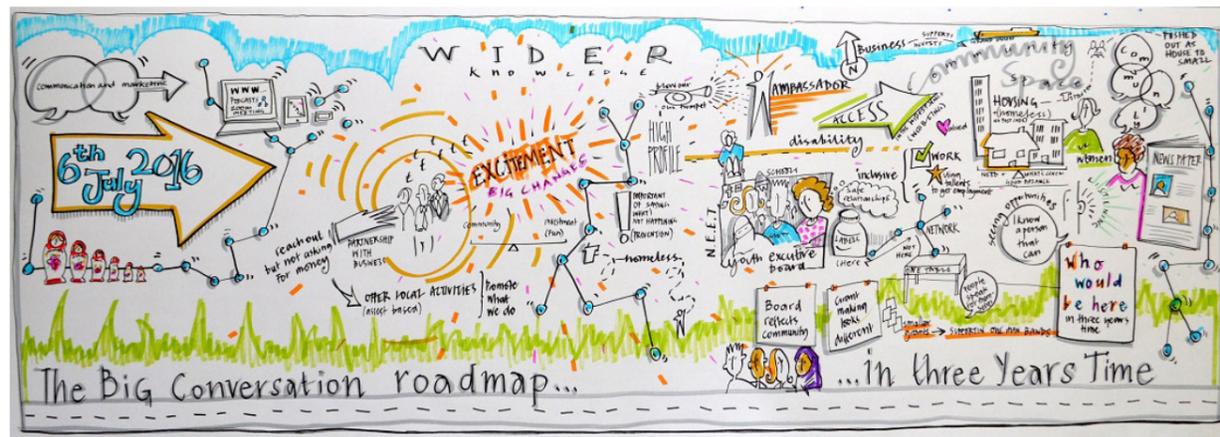
Bringing people together; enhancing connections as neighbours and colleagues; building a sense of belonging, resulting in meaningful and sustainable outcomes.

We have ambitious plans, and have laid the foundations for two collaborative legacy projects - **UNITED in Hammersmith & Fulham**, and an **Intergenerational Housing Scheme** - which we hope will deliver tangible benefits for Hammersmith residents for many years to come.

Our 400th anniversary plan is taking shape, and you can see the results on page 6. Our detailed objectives on pages 8 -15 encompass sustaining what we currently do, to ensure we have firm foundations upon which development for the future can be built. These include a £500k investment in our two sheltered housing schemes to upgrade heating and plumbing systems to ensure our housing remains fit for the future.

You will find more about the Big Conversation, UNITED in Hammersmith & Fulham, and the Intergenerational Housing Scheme on the following pages. Finally, you will find details of the people behind the charity, its trustees and its staff on our website.

The Big Conversation



As part of the self-reflection in preparation for the 400th anniversary, Hammersmith United Charities has undertaken an exhaustive programme of consultation and community engagement known as the Big Conversation. The team met with existing grantees, Cabinet members, and senior council officers, leaders of statutory and voluntary organisations, businesses and developers. The dialogue aimed to inform the charity of the diversity of needs locally the range of perspectives on how those needs might be tackled and the charity's contribution to that process, the richness of community groups and their activities. It laid strong foundations for partnerships to be forged and to develop networks.

It was a two-way process. Despite being around for 399 years, Hammersmith United Charities was little known except for its main business, the running of alms-houses. Its grant making (only re-introduced in 2012) was less well-known. The Big Conversation has changed all that, introducing the work of this endowed charity to a wide cross-section of community and business leaders, ensuring that its work and aspirations for the future of widely communicated. It has meant that ideas for the development of a place based giving scheme have been widely tested on an informal basis. Some of the main themes of the "UNITED" campaign have emerged from the comments of those Big Conversation participants.

One exciting and engaging element of the consultation involved two graphically facilitated events. The first created a visual translation of what a range of people thought was important about the Borough community. The second represented an action plan for addressing issues and building on assets. The images on display in HUC's offices are a daily reminder to the team and to visitors of the issues, emotions, as well as hard information on what matters to the people of Hammersmith and Fulham.

unitgd

IN HAMMERSMITH & FULHAM

Place based giving

At the heart of 'place-based giving' is local knowledge based on local need and wide ranging consultation is vital in ensuring effective giving targeted and local priorities and aspirations. Hammersmith United Charities (HUC) and its sister charity, Dr Edwards and Bishop Kings (DEBK) share a common heritage and we will both celebrate our 400th anniversaries in 2018. We became separate charities in 1863 to mirror local government boundary changes. With DEBK taking responsibility for Fulham and Hammersmith United Charities taking responsibility for Hammersmith. 150 years of separation has led to the two charities developing distinct identities and cultures.

The impending 400th anniversary has prompted both charities to undertake some selfreflection. Both want to reconnect their activities to local people beyond the residents of Hammersmith United Charities' sheltered accommodation and the beneficiaries of grants from both charities. Recognising that both exist because of the generosity of local residents in the 17th century, we are both keen to explore how that sense of locally based philanthropy and community connection could be rekindled in the 21st century. We both recognise that this new campaign would be stronger if we join forces, pool resources and recognise the modern identity with the borough of Hammersmith and Fulham. The new campaign organisation's name, "UNITED in Hammersmith and Fulham" calls for a renewed sense of solidarity at many levels.

Hammersmith and Fulham Council has confirmed that they will fund 3-year start-up funding and City Bridge Trust has invested for one year when it will review progress with possible 2 or 3 further years funding.



Intergenerational Housing Scheme

Together with Shepherds Bush Housing Group we are progressing plans for a new-build intergenerational housing scheme which will enable the Charity significantly to increase the scale of its housing provision at lower cost and risk than if we proceeded alone.

While the project is still at a very early stage, and construction would be unlikely to commence before 2019, we see a real prospect of delivering a step-change in our capacity to provide highquality accommodation for older people.

Objectives
for
2017/
2018

2018 Timeline - 400th Anniversary

“The BIG idea: Bring people together (young and old, rich and poor, existing residents and newcomers, divers communities, people with and without disabilities): enhance connections as neighbours and colleagues: and build a sense of belonging, resulting in meaningful and sustainable outcomes.”

January - February - March

April - May - June

July - August - September

October - November - December

Key Events

- | | | | |
|---|----------------------------|----------------------------|---|
| • UNITED in Hammersmith & Fulham launch | • Gardeners Question Time | • Grand Party | • Intergenerational Housing Scheme launch |
| | • Disability Arts Festival | • Residents Art Exhibition | |

Colaborative Events

- | | | | |
|--|----------------|-----------------------------------|------------------------------|
| • Intergenerational Project (comemorative objects) with Design Education | • Open Gardens | • Dancing for Joy with Dance West | • Heritage Project with DEBK |
|--|----------------|-----------------------------------|------------------------------|

Smaller monthly Events

- | | | | |
|-------------------------|-------------------------|-------------------------|-------------------------|
| • Enigma Event | • Enigma Event | • Enigma Event | • Enigma Event |
| • Our Story Publication |

Notes

- | | | | |
|---|--|--|--|
| • Enigma Events: An opportunity to celebrate the community, the social capital within it, its assets, creativity, vibrancy and diversity. | • Our Story Publication: the republication from the Ethnic Communities Oral History Project - a history months for each community. | • Dancing for Joy: A reflection of the memories of our residents of the dance halls and places of entertainment in the Hammersmith of their youth. | • Heritage Project with DEBK: An exploration of the History of the two charities, bringing it alive through the original philanthropistsand setting them in context. |
|---|--|--|--|

HAMMERSMITH UNITED CHARITIES

JOB DESCRIPTION

Post Title: Scheme Manager

Responsible To: Head of Housing & Property

Supervises: Cleaners, Contractors

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

Hours of Work: 30 hours per week Monday to Friday based at one of the Charity's two Almshouses (sheltered schemes for older people). The post holder will be required to cover holidays and sickness for colleagues (other Scheme Managers).

Location: John Betts House

Purpose of the role: The Scheme Manager is the first port of call for all residents and they are the face of the Charity. To be responsible for the day to day management of the sheltered scheme by providing a professional housing management and 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

- 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 information 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 bodies on their behalf.

- 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 the schemes and encourage the wider community to use any facilities provided.
- Promote and assist with the setting up of care initiatives (e.g. shopping services, lunch clubs, 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 of all kinds.

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.
- To assist with the induction and training of other staff and trustees.
- Attend scheme managers' 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, support and health issues for older people.
- To comply with Health and Safety requirements in accordance with the Charity's Policy.
- To comply with and promote the Charity's Equal Opportunities Policy.

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.
- Assisting with the lettings process: verifying that applicants meet the eligibility criteria and keeping in communication with future residents as appropriate.
- Undertaking home visits to applicants in accordance with the Charity's procedures.

- Inducting new residents in accordance with Hammersmith United Charities' procedures.
- Arrears management: the finance team are responsible for producing regular Weekly Maintenance Contribution/Heating Statements for residents and for identifying the accounts that are in arrears. The Scheme Managers will liaise with the respective residents helping them to manage their 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.
- Responsible for co-ordinating and organising day to day repairs in accordance with the Charity's procedures.
- Be responsible for considering issues of security at the almshouse and report any incidents.
- Assist with the recruitment of staff if necessary;
- Supervise the cleaning and maintenance of the scheme.
- 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.
- Responsible for Budget: to be responsible for the petty cash float and income from guest flat. To provide information on an annual basis on the budget requirements as requested.

Other Duties

- To undertake other duties as directed by the Head of Housing & Property commensurate with the post.

Person Specification

Experience	
Effective Communication – telephone / face to face liaison with a variety of organisations	Essential
Literacy ability to write basic reports and maintain accurate records	Essential
Knowledge of and experience of dealing with statutory bodies – social services housing benefit offices	Essential
Ability to organize a 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

Summary of Key Terms & Conditions of Employment

Title:	Scheme Manager
Reporting to:	Head of Housing & Property
Based at:	John Betts House or other Hammersmith United Charities Schemes as required.
Hours of work:	30 hrs - Monday to Friday
Salary:	£22,568.42
Annual leave:	22 days

Sick leave: Sick pay:

Other than any entitlement to Statutory Sick Pay, the charity operates an Occupational Sick Pay Scheme. This scheme will, in normal circumstances, provide (in any period of 365 days) up to a total of:

- a) 5 days at full pay for the first year of service,
- b) 10 days at full pay after two years of service,
- c) 15 days at full pay after three years of service.

Pension:

Qualifying staff are auto enrolled in a Defined Contribution pension scheme operated by the Pensions Trust, and employer and employee contribution rates are:

April 6 2018 – April 5 2019	2%	3%	5%
April 6 2019 onwards	3%	5%	8%