

ROLE PROFILE

Role Title:	Scheme Manager
Department:	Older peoples services
Role Purpose:	<p>The purpose of the role is to take overall responsibility for the day to day management of the scheme. To maintain a safe living and working environment, to raise & follow up repairs and general maintenance, Monitor the welfare of the Residents. Implement Midland Heart policies and procedures. Keep all relevant records up to date.</p> <p>Have understanding of</p>
Reporting to:	Leasehold Services Manager
Responsible for:	None
Disclosure level:	DBS disclosure level is Enhanced.
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Manager</u>

Key Role Responsibilities	<p>Take ownership of the scheme</p> <p>Maintain a safe working & living environment - Following the Health & Safety guidelines, attend relevant training, keep all compliance document up to date,</p> <p>Duty of care to Residents- ensuring records are kept up to date, OSKA system up dated, regular communication with customers, clear information given.</p> <p>Maintenance - ensure all repairs are reported and carried out in a timely manner. Demonstrate value for money. Monthly Housekeeping checks carried out and recorded.</p> <p>Compliance - ensure all actions are followed within the time lines regarding any audits carried out.</p>
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Education, Qualifications and Training	<p>No specific qualifications essential however</p> <p>Good oral, written & IT communication skills are essential</p> <ul style="list-style-type: none"> Vocational training such a IOSH & CSHS level 3 national certificate in housing desirable.
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Knowledge and Experience	<p>Experience with the client group elderly retired or vulnerable people, understanding related conditions to client group such as Dementia, lone working, decision making, people skills, problem solving, managing administration tasks, managing contractors</p> <p>Knowledge of: leasehold Housing, Independent living, equality & Diversity.</p>
Role Specific Skills & Behaviours	<p>Skills - people skills, administration/ IT skills, communication skills</p> <p>Behaviours - Self motivation to prioritise daily tasks and be pro-active, Empathy with the client group, professionalism when representing Midland Heart, Be assertive at the right time. Be measured and calm in an emergency situation. Lead and take ownership of the role. Build good working relationships with colleagues. Demonstrate Midland Hearts values.</p>