
JOB DESCRIPTION

Job Title: **Scheme Manager (Will Steel House / Harry Watton House / Oak Park)**

Responsible for: **Directly: Concierges
Housekeepers**

Job Purpose

The Scheme Manager will lead, develop and motivate the team for the delivery of an efficient and effective housing management service to residents of the hostel. This will include assisting in the processing and assessment of applications to be housed at the scheme. It will also involve delivering a high-quality rent collection and arrears recovery service. Officers are also responsible for ensuring the welfare of tenants is protected, with a view to maximising their potential for sustained independent living.

Key Tasks and Responsibilities

Access To Housing & Tenancy Sustainment

1. To ensure high quality service delivery and accurate record keeping in all areas of housing management particularly:-
 - void control
 - management of rent arrears
 - complaints handling
 - assessment of applicants and allocation of rooms
 - handling tenant issues, including anti-social behaviour
 - collection of rent and service charges (including personal service charges)
 - ex tenants debt recovery
 - meet the needs of the tenant and working with relevant agencies
2. To complete all monitoring information in an accurate and timely manner.
3. To maintain an excellent standard of safeguarding practice and awareness throughout the service and staff team and to support staff on safeguarding issues, working in line with YMCA Birmingham's Safeguarding policy. To follow up any safeguarding related issues, ensuring they dealt with effectively including appropriate referrals to safeguarding boards, local authorities, social services and the police.
4. To carry out quality audits and report findings to management and make any recommendations for service improvements.
5. To provide service providers with timely and accurate performance monitoring information at specified intervals.
6. To identify the tenant's move on route when they enter the service and deliver outcome focused planning to achieve positive move on.

7. To assist with co-ordinating and monitoring the cleaning of accommodation to ensure that high standards are maintained.

Staff & Team Working

8. To promote continuous improvement, including contribution to continuous improvement plans.
9. To contribute to the review of paperwork, policies and procedures and systems used to improve service and delivery both at a project and organisational level.
10. To ensure best practice through internal auditing and self-monitoring.
11. To line manage staff team, act as first point of contact and effectively manage, supervise and develop staff, apprentices and volunteers.
12. To provide training, support and guidance to staff and implement staff training programmes.
13. To ensure that all staff have completed all mandatory training and any training specific to the service.
14. To ensure that staff within the section liaise effectively with other departments and centres and that service commitments are delivered.
15. To work within the team, ensuring a positive team working environment is maintained and multidisciplinary practice is promoted.

Other

16. To be responsible for the good housekeeping of In-Form, our housing management software to ensure records are current and accurate. To ensure all administrative functions are carried out efficiently as necessary for the post and service delivery and monitoring.
17. To produce appropriate written reports in a variety of formats to meet the requirements of managers, service providers and legal bodies.
18. To maintain an efficient service through effective budget monitoring, cost control, maintaining high occupancy levels.
19. To support the management and monitoring of all complaints for the service area in line with policy, focusing on first contact resolution and the identification of future learning opportunities to achieve customer service excellence.
20. To assist in the implementation of customer care initiatives and the YMCA Birmingham Customer Charter.
21. To carry out recruitment, appraisals, monitoring and where required disciplinary action in accordance with procedures.
22. To work with the Senior Scheme Officer to support tenants to pay their rent and service charges, including providing advice on benefits and debt management. To ensure that

all Housing benefit claims are in payment and promptly deal with any education, employment or training issues and rent payments for tenants.

23. To present reports to the Tenant and Resident Forum and other meetings as appropriate, some of which are held in the evening.
24. To plan and chair monthly staff meetings.
25. To represent the association at agreed external meetings and report back to staff and Management.
26. To ensure the service has a positive reputation and good relationships with all stakeholders, including people in the local community, families and friends of the people who use our service.
27. To act in the interests of your own safety and the safety of others at all times.
28. To manage relationships with key external partners so that they can deliver support planning for tenants.
29. To deliver the highest standard of customer service to all parties including tenants, their visitors and external agencies. To deliver the service in accordance with the Birmingham Standards including contributing to the self-assessment work book.
30. To ensure the Health and Safety policy is implemented within all the activities and locations of the scheme. To carry out risk assessment and hazard reporting in line with health and safety policy and procedures.
31. To ensure compliance with YMCA Birmingham Equality and Diversity policy, in respect of employment and service delivery.
32. To undertake any other task commensurate with the role as requested by your line manager.

General Obligations

1. To promote a caring, helpful and unbiased attitude towards all residents and other members of the general public and to maintain an impeccable standard of honesty and professionalism in all such dealings.
2. To adhere to the YMCA's Health & Safety, Equal Opportunities and other policies and to contribute as required.
3. To promote the activities of the YMCA in a positive and conducive way to all staff, residents, other organisations and the general public.
4. To develop good working relationships within the YMCA, across all departments and centres.
5. To support and work within the Christian aims and purposes of the YMCA.
6. To ensure full compliance across Children's Services and Adult Services with the associations safeguarding standards. Ensuring that all Nurseries and Housing Services operate within the procedures for the relevant Local Safeguarding Board and the associations own policies and procedures.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

PERSON SPECIFICATION – Scheme Manager

	JOB CRITERIA	Essential	Desirable
	Skills		
	Excellent written and oral communication skills.	✓	
	To demonstrate an empathetic and person centred approach.	✓	
	To demonstrate and understand the importance of effective team working.	✓	
	Excellent recording and reporting skills.	✓	
	Ability to multitask and prioritise using effective organisation and planning skills.	✓	
	Problem solving and decision making skills: ability to make practical judgements in the management of tenancies. Creative thinking to provide solutions to business related problems.	✓	
	Ability to work within a team.	✓	
	Strong leadership qualities to motivate and encourage staff.	✓	
	Ability to work with discretion, integrity, and confidentiality.	✓	
	Good interpersonal skills: ability to communicate with tenants and colleagues in a clear manner.	✓	
	High level of competency in using computer systems and Microsoft packages such as Word and Excel to maintain records; prepare letters and reports, support plans, risk assessments.	✓	
	Ability to work to deadlines and act on own initiative with minimal or no supervision.	✓	
	Ability to extract and interrogate data.	✓	
	A proven ability to relate to people from diverse social and cultural backgrounds.	✓	
	Flexibility and strong “can do” attitude.	✓	
	Knowledge		
	Knowledge of the policies and legislation relating to the provision of support and the ability to interpret and apply organisational policy and procedures.	✓	
	Knowledge of external bodies associated with or affiliated to supported housing.	✓	
	Current in depth knowledge of housing issues and legislation, particularly pertaining to homelessness.	✓	
	Understanding of and commitment to the principles of equality and diversity.	✓	
	A working knowledge of the issues faced by disadvantaged or vulnerable people.	✓	

	Demonstrate a sound understanding of key business activities associated with a housing and support service.	✓	
	Experience		
	At least 2 years of experience in a supervisory role.		✓
	Experience of effectively supervising and developing staff.	✓	
	Experience of managing a team within a supported housing environment.		✓
	Experience of working within a supported housing environment.	✓	
	Experience of dealing with people with support needs and a willingness to act positively on issues which they may face.	✓	
	Experience of report writing and completing statistical reports.	✓	
	Experience of working in and handling stressful situations.	✓	
	Experience of working within a fast paced environment with proven organisation and prioritisation skills.	✓	
	A strong background of successful service management.	✓	
	Qualifications		
	Educated to NVQ Level 4 or equivalent, or relevant experience.	✓	
	A NVQ in Advice and Guidance		✓
	A relevant qualification in social care or housing.		✓
	Full UK / EU driving licence or demonstrate the ability to travel.	✓	
	Other Work Related Requirements		
	Flexible with regard to working hours as required including availability to work on an "on Call" rota and provide cover, sometimes at short notice.	✓	