

Assistant Scheme Manager (Extra Care)

Grade:	6
Team:	Independent Living
Line Manager:	Team Leader
Responsible for:	Domestic Assistant, Cooks, Kitchen Assistants and Cleaners

About the job

- In the absence of the Scheme Manager, monitor the welfare and support needs of tenants within the scheme.
- Manage and co-ordinate staff resources employed by Vico Homes at the scheme to ensure that these needs are met and where dependency needs are such, to ensure appropriate additional resources are sought.
- Cater for the needs of the Scheme, its staff and tenants in accordance with Vico Homes Standards.

You'll be trusted to

- Ensure adequate stocks of food are maintained and orders are placed for replacement with authorised contractors.
- Monitor and promote the general welfare of all tenants and to liaise with the Team Leader as and when necessary on all matters concerning the scheme or the customer's wellbeing.
- Supervise the work of all other staff employed in the scheme and to ensure that they are fully aware of all procedures and are suitably trained to be able to carry out their duties satisfactorily.
- Be aware of the health and safety guidelines for the building, staff, tenants and visitors in relation to the sheltered accommodation appointed to, in line with guidelines and report any faults to the Team Leader.
- Report all repairs to the communal parts of the building and any repairs to tenants' accommodation to Customer Experience, or in an emergency contact Property Services direct.
- Maintain any financial records relating to the scheme as may be required by Vico Homes, including the processing of invoices and payments for meals and to make these available for inspection in accordance with the financial regulations.
- Make arrangements for tenants' visitors to use the guestroom when required.
- Attend meetings as required and assist with tenant participation and consultation.
- Make daily contact with tenants either in person at their home or by intercom and respond to emergencies in line with Vico Homes standards.
- Provide emotional support, arrange when necessary other appropriate support.
- Inform the Independent Living team of any case meetings in relation to tenants and to participate where necessary.

- Liaise with relatives, health visitors, social care and/or voluntary agencies so that appropriate care services can be provided where necessary.
- Ensure that the scheme is managed in accordance with Vico Homes's policy and procedures.
- Identify when a tenant is showing signs of deterioration in level of functioning and alert relatives, GP's and social care and increase domestic assistant support accordingly. Notify the independent living team when a tenant's suitability for sheltered housing requires review.
- Keep written records of each tenant, including details of their doctors, next of kin, and fully record all incidents in the logbook.
- Be available within the limits of maintaining a normal life to respond to all tenants emergency calls, accidents or emergencies.
- Assist new tenants to settle into the scheme by providing the means for them to meet other tenants and by introducing them to the facilities that are available both in the scheme and in the local area.
- Foster tenants' previous contacts, particularly with their families and to encourage the relatives of tenants to take an active role in their welfare and wellbeing.
- Encourage, organise and facilitate social activities on behalf of the scheme and to encourage the integrating of the scheme into local communities.
- Provide advice and information on local services and activities and to advise tenants on all matters concerning their general welfare and act as an advocate when required.
- Supervise menu planning, portion control and stock control in order to provide a well balanced, nourishing midday meal. This may involve ordering meals from approved contractors and assisting tenants with meals, as appropriate.
- Carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

Who you'll work with

Internal: All Vico Homes colleagues

External: Social Services, GP's, Health Visitors, voluntary organisations, NCHA.

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 1 of the Regulated Qualifications Framework, such as GCSEs (3 or more at grades 3-1/D–G) or Award, Certificate or Diploma at level 1 or equivalent	✓		AF / CQ
Experience of work based or voluntary experience in a caring situation.	✓		AF / I
Strong and effective verbal and written communication skills	✓		AF / I
Demonstrate an understanding towards the needs of the tenants	✓		AF / I
Good organisational skills with an ability to keep office and financial records.	✓		AF / I
An understanding of the concept of Customer Care.	✓		AF / I
An awareness of personal care, diet and the effects of medical conditions of older people.	✓		AF / I
Ability to arrange social events/fund raising etc.	✓		AF / I
An ability to work as part of a team and deal with people in a group situation.	✓		AF / I
Assertiveness skills	✓		AF / I
Valid UK driving licence with daily access to a vehicle in order to travel throughout the Vico Homes operating area as required by the business.	✓		AF / CQ
An ability to work flexibly to meet the demands of the service including working weekends.	✓		I
Must respond to out of hours calls.	✓		I
Willingness to attend relevant training courses.	✓		I
Basic Food Hygiene Certificate		✓	AF / CQ
Supervisory experience		✓	AF / I
An awareness of Health & Safety		✓	AF / I
Knowledge of Sheltered Housing		✓	AF / I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification