



Role Profile

RETIREMENT HOUSING OFFICER			
Reference No.	A4177	Type	Individual
Service	Housing		
Job Family	Care 4	Grade	FC5

Purpose
Delivering Retirement Housing Services to designated complexes. The Retirement Housing Officer provides a range of welfare, monitoring and retirement housing assistance to tenants. The post is committed to promoting and assisting individuals to maintain their independence through partnership working with a range of agencies. The Retirement Housing Officer delivers advice and assistance to sustain independent living solutions to a designated complex/group of tenants and responds to emergency situations.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Monitor the health, welfare and social functioning of tenants by contacting them on a daily basis via the activity panel and call and visit vulnerable tenants if necessary. Assisting tenants in reporting defects relating to individual properties and dealing directly with reporting repairs in communal areas, in accordance with Fife Council procedures, and monitoring the progress of repairs to ensure they are completed within service standards.	Experience of working within a Health & Social Care setting with older people or service users with specific needs programme (Deliver Results – See How We Work Matters) Educated to SCQF level 6, which includes SVQ 2 or National Certificate in Housing or Health & Social Care or equivalent	✓ ✓	
Using Fife Council systems and equipment to carry out and record checks and testing in accordance with Fife Council procedures.	Knowledge of the main alarm systems and equipment used in complexes		✓

E = Essential Criteria D = Desirable Criteria

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Undertaking regular inspections and walkabouts of the complex/development including external areas to ensure that the overall complex/development is secure and safe, and maintained to a high standard. This includes looking at external areas (open space, pathways, streets) and raising issues with appropriate agencies.	Knowledge of how to report repairs and the service standards in relation to these		✓
Undertaking responsibility for being the first point of contact for all Contractors relating to maintenance and planned service works within the development. This includes communication and liaison with Contractors in relation to larger projects in complexes.	Communication skills Interpersonal skills	✓ ✓	
Responding to property related emergency calls as appropriate and dealing with issues in accordance with Fife Council procedures. This includes contact with relevant agencies to attend the emergency and ensuring results are delivered to timescale.	Experience of dealing with crisis situations	✓	
Monitoring and maintaining the security of the complex/development and reporting incidents. Liaison with other agencies in relation to incidents.	Experience of reporting incidents	✓	
Visiting tenants on a daily basis to ensure the health & wellbeing of the tenant. Promoting independence whilst respecting individual lifestyles, maintaining tenant's dignity and privacy. Asses the support needs of tenants as they become frail & vulnerable, highlighting this and making the appropriate referrals. Liaise and co-ordinate with families and outside services and agencies where necessary. Work in partnership with a range of Health & Social Care Providers to meet the needs of tenants.	Attention to detail skills in record keeping	✓	
Undertaking responsibility for health and safety issues relating to the complex/development and liaising with appropriate staff where defects/issues arise, in accordance with agreed procedures including completing Building Inspection reports and responding to any resulting actions. Inspections to be undertaken include – legionella, intercom systems, fire systems, emergency lighting, fire equipment, security lights and pull cords.	Knowledge of Health & Safety procedures which affect retirement housing complexes		✓

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Assisting with the allocation process including accompanied viewing and “sign up” and offering “settling in advice” during the start of the tenancy. Visual check of property is undertaken when the property is empty.	Knowledge of the Scottish Secure Tenancy and how to conduct a tenancy sign up		✓
Undertaking all new tenant visits and thereafter periodic home visits to ensure that tenants can manage their tenancy in accordance with their Tenancy Agreement. Giving guidance/advice on tenancy agreements, council tax and benefits.	Experience of obtaining complex information from tenants who may have additional communication needs	✓	
Undertake visits to all tenants on a 3 to 6 monthly basis to review choice of contact (automated, intercom call, welfare visit, no contact) and to update community alarms information.	Experience of conducting assessments	✓	
Assessing the needs of new tenants and ensure that any tenancy sustainment issues are identified and make referrals for housing support, also make appropriate referrals to external agencies using the agreed referral process.	Experience of delivering Housing Management/Housing Advice services Knowledge of advice and support agencies in Fife.		✓ ✓
Managing tenancy issues relating to the use of the complex/development and communal facilities and neighbour related issues, referring escalated matters upwards for any required formal action.	Negotiation Skills Initiative taking skills (Take ownership)	✓ ✓	
Providing advice on the call system, social care, physical aids and adaptations, making referrals as appropriate.	Knowledge of external agencies who can assist Older people	✓	
Managing the communal facilities, including bookings for use of the facilities, and also guest room bookings in accordance with agreed procedures. Provide practical guidance on how to operate heating systems, use of laundrettes etc.	Knowledge of how communal lounges can be used Knowledge of procedures for bookings		✓ ✓
Taking an active role in promoting and encouraging the use of the communal facilities by tenants and interested local residents and/or community groups. Encouraging social interaction within the complex.	Experience of customer engagement (Focus on customers)	✓	
Assisting with promoting community initiatives which would benefit tenants.	Knowledge of social care supports for older people	✓	

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Assisting with the day to day co-ordination of activities within the complex and being responsible for the management of communal facilities and resources required to support the continued use and development of communal facilities.	Partnership working skills (Work together)	✓	
Maintaining appropriate property, health and safety, and tenant records including IT systems in accordance with Fife Council procedures.	IT skills (Embrace technology and information)	✓	
Attend tenant meetings to discuss day to day tenant issues and deal with relevant issues.	Problem solving skills	✓	
Processing TV licence applications – cash handling.	Literacy and numeracy skills	✓	
Maintaining accurate daily record (written reports, log books, diary entries, and all other relevant paperwork) of events in the complex/development in accordance with Council procedures ensuring data protection & confidentiality are maintained.	Knowledge of key challenges facing some Older People – Dementia, Mental Ill Health and Physical Disabilities	✓	
Ensuring the cleaning of communal areas and ensuring a high standard.	Knowledge of Adult and Child Protection		✓
Visiting vulnerable tenants with complex needs e.g. dementia, mental ill health, learning difficulties to ensure safety & wellbeing in tenancy.	Highlighting the need for crisis intervention	✓	
Responding to emergency pull-cord activations and undertaking daily contact with tenants by their preferred method. Where possible to provide crisis intervention and co-ordinate services where appropriate. Summon emergency services as necessary.	The ability to prioritise work schedule	✓	
Responding to any risks to tenants by keeping appropriate records and taking appropriate action in relation to this e.g. report of Harm referral.	Ability to lone work under extreme pressure	✓	
	Knowledge and skills to handle crisis situations	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results