

Role:	Sheltered Scheme Team Support
Responsible to:	Support and Older Persons Service Manager
Tenure:	Permanent
Salary:	£12.62 per hour
Hours:	16 hours per week

Who is Cynon Taf Community Housing Group

Cynon Taf Community Housing Group is in the heart of Rhondda Cynon Taf in glorious South Wales. We're proud of our communities and our deep-rooted history in providing homes and support to the people who live in them. Our corporate plan sets out more detail about our activities which support the delivery of our vision, values, and key objectives.

We currently provide around 2000 homes for rent, including 4 housing schemes for older people, two women's refuges, and several supported housing projects delivered in partnership with other agencies. Our hugely respected Cwm Taf Care and Repair subsidiary provides services for older or disabled people living in privately-owned homes across Rhondda Cynon Taf and Merthyr Tydfil.

A recent addition to the Group is Down to Zero, a subsidiary focusing on mitigating climate impact, tracking the Group's carbon footprint and offering training, volunteering and direct benefits back to our tenants and wider community.

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

Main Purpose of the Role

The responsibility of the Sheltered Scheme Team Support is to oversee the day-to-day management of Sheltered Housing, providing support to residents and empowering them to live independently. The role will be a customer first approach, demonstrating understanding of issues that are important to tenants living in Sheltered housing. The Sheltered Scheme Team Support will be creative and supportive while delivering excellent housing management and customer service.

By developing effective relationships internally and externally the Sheltered Scheme Team Support will signpost residents to various third-party agencies including DWP, NHS, Local Authority Housing Benefit Departments and specialist support providers.

The Sheltered Scheme Team Support will visit the residents regularly to carry out welfare checks if required and will support them to access other services as well as encourage opportunities for our tenants and local communities to improve their financial wellbeing. The Sheltered Scheme

Team Support will actively encourage tenant involvement and support good links between the residents and other services.

Additionally, the Sheltered Scheme Team Support will carry out Health and Safety inspections of the scheme as well as ensuring regular Fire Alarm checks, fire alarm drills and emergency lighting tests.

Strong partnership working with other agencies such as local authorities, the Police, support agencies and other services will also be expected to develop a multi-agency approach to tenancy management

Key Responsibilities

- Establish good relationships with the tenants and ensuring their wellbeing through periodic checks either by the intercom call system or face to face contact.
- Introduce new tenants to their home, make them aware of the facilities that are available to them at the scheme. Complete and sign the Tenancy Agreement and any documentation as required.
- Notify relevant staff members when a tenant or family has given notice, carrying out the appropriate checks and end of tenancy process.
- Provide the tenants with excellent customer service and assist with the delivery of all aspects of housing management.
- Carry out a number of Health and Safety required tasks including quarterly Site Inspections and report any repairs required, weekly Fire Alarm tests, fire drills.
- Carry out periodic checks of the Lifeline equipment in the office, flats and communal areas where applicable.
- Supervise the cleaning of communal areas and grounds maintenance, reporting any issues to the Support and Older Persons Service Manager.
- Support and encourage resident's participation in social activities at the scheme and encourage wider community involvement, without impeding on a residents right to live independently.
- Encourage and assist tenants to report repairs and work closely with the repairs team to ensure works are completed to a satisfactory level
- Review needs and risk assessments with tenants every 6 months or sooner, making referrals for support or to other statutory services ensuring that needs are met in a manner that always respects their dignity and privacy.
- Facilitate social activities, manage guest room lettings and collect TV license monies in line with procedures.
- Meeting our requirements for good governance, including management of time, reporting and record-keeping utilising our CRM system effectively.
- Managing own delivery of work to be compliant with time and cost targets agreed with the Director

- Contribute to the development of the organisation, the team and your colleagues by attending and contributing to all key internal meetings as required and to virtual communication.

Key Measures of Performance

- Ensuring that accommodation is maintained to a high standard by monitoring compliance with gas servicing requirements, legionella controls, fire alarm testing, door entry and warden call systems and monitoring contract services delivered to the scheme, recording these for evidence and reporting purposes.
- Participate in the annual service charge calculation and consultation exercise providing data as required.
- Contribute to the wider housing team to deliver excellent housing management and promote Cynon Taf as a Housing provider of choice.
- Manage vacant dwellings and assist with allocations to minimise void loss, ensuring that new tenants are fully inducted into their new home and any housing related support needs are identified.
- Identify support needs, financial and mental wellbeing of residents and contribute to solutions that will assist the tenants to sustain their tenancies and independence where possible.
- Carry out Personal Evacuation Risk Assessments and Personal Emergency Evacuation Plans where required and to take appropriate follow up action
- Deal with low level neighbour disputes within the sheltered scheme and give appropriate advice and support to those involved. Document file notes on incidents in relation to anti-social behaviour and provide input to assist the Housing Officer or Support and Older Persons Service Manager to resolve neighbour nuisance disputes should they escalate.
- Maintaining accurate records of all client interactions, adhering to professionalism, commercial confidentiality and GDPR
- Contribute to the development of the service and our brand in the marketplace by delivering on your responsibilities.

Key Capabilities

- Relationship building
- Friendly and empathetic
- Customer service expertise
- Time management and project management
- Able to work under pressure and remain calm
- Deal with conflict in a calming way
- Self-motivated and able to work on own initiative
- Comprehensive knowledge and understanding of the legal responsibilities and rights of landlords and tenants and the duties of statutory and other agencies under housing and tenancy law

- Good knowledge of Housing Management to include Tenancy management, Neighbour Nuisance, Anti - Social Behaviour and Estate Management, Voids and Allocations.
- Good knowledge of welfare reform, housing benefit, universal credit, and income recovery processes
- Good knowledge of and a commitment to tenant consultation and participation
- Fully aware of current Housing issues and developments within the sector
- Team player

Person Specification

All our staff are expected to commit to and exhibit values, attitudes and behaviours that contribute positively to our vision and mission and the values set out in our organisational Values (see Annex 1).

Technical Abilities

- Ensuring that accommodation is maintained to a high standard by monitoring compliance with gas servicing requirements, legionella controls, fire alarm testing, door entry and warden call systems and monitoring contract services delivered to the scheme, recording these for evidence and reporting purposes.
- Contribute towards delivering a customer focused housing service, ensuring tenants are provided with a safe and supportive environment.
- Able to support the Team Leader to develop and sustain an effective Tenant Consultation process
- Able to create high quality material on key Microsoft Office packages – Excel, Word, Teams and PowerPoint
- Able to use all key virtual meeting and messaging platforms independently and effectively – e.g., Teams, Zoom
- Experience of using CRM systems; specifically, QL would be advantageous
- Will require an enhanced DBS check or has a current enhanced DBS check that is transferrable.

Desirable:

It would also be beneficial for the post holder to;

- Previous experience of working with vulnerable people
- Housing Qualification or previous experience of working within housing
- Have understanding and practical experience of Equality and Diversity and agile working promoting independence in a Sheltered Housing setting.
- Ability to speak and write Welsh

Annex 1:

OUR VISION - We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well. **OUR PURPOSE** - We're here to provide great homes and support for the people who make up our communities. **OUR COMMITMENT TO EQUALITY AND DIVERSITY** - Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

Our Values

PASSION – We care passionately about what we do

RESPECT – We treat everyone with respect

RESPONSIBILITY – We take responsibility for our actions

INTEGRITY – We carry out our roles with honesty and sincerity

EXCELLENCE – We always do our very best

Key objectives:

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

Across all priorities are:

- Fairness and equality
- Value for money
- Reducing our environmental impact