

**JOB PROFILE: Manager – Independence, Wellbeing and Tenancy Sustainability**

**RESPONSIBLE TO:** Head of Housing

**RESPONSIBLE FOR: Senior Business Development Advisor (Independence and Wellbeing) TeignCare and Head Start Service**

**PURPOSE:** To deliver the strategic objectives as laid out in the Ageing Well Strategy.

To work collaboratively with the all managers across the business and specifically peers in the Housing Services Team to ensure that there is complete synergy in the delivery of the housing service.

To oversee the implementation of Project Transformation of our Independence and Wellbeing services and, to ensure a high standard of tenancy services are delivered to Teign Housing’s customers who live in our sheltered housing units.

To directly manage the Head Start Service and ensure an effective tenancy sustainability service is also delivered.

To act as the Safeguarding lead for Teign Housing and as such offer the necessary advice and support in line with the organisation’s Safeguarding Policy and Procedures.

To oversee the development and implementation of a series of modules on Teign’s housing management platform, eg, Support Module.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**Key Achievement Areas**

1. To develop, manage and monitor the independence and wellbeing services

and the HeadStart Service.

1. Under the direction of the Head of Housing Services, continually review the strategic objectives in the Ageing Well Strategy (and accompanying action plan) to reflect the local demographic as well as national policy/legislative changes and keep it relevant.
2. To keep up-to-date on the needs of the elderly and other special needs groups in the area and best practice for provision of older people’s services. Liaise with other housing and development staff in prioritising need for new development and initiatives.
3. To keep abreast of the government’s thinking in regards to independent living and service charges and advise of particular courses of action needed to ensure Teign’s approach is relevant.
4. To keep up-to-date on the Welfare Reform agenda and ensure that staff are equipped with the necessary skills to provide good quality information and guidance in relation to welfare benefits.
5. To be responsible for the health and safety of all those employed as ILAs and HeadStart Advisors, and those tenants living within designated older people’s schemes.
6. To ensure that all staff are recruited, trained, managed, motivated and developed in accordance with Teign Housing values, policies and procedures.
7. To liaise with other Teign Housing departments, customers and tenant groups keeping them informed as appropriate.
8. To develop, manage and monitor any contracts used to deliver the service (including the Community Alarm Service and ALRT), ensuring that Teign Housing’s financial regulations, policies and procedures are adhered to and contract specifications delivered.
9. To ensure performance information is collected accurately and on time and is reported as appropriate, including person centred goal plans, estate inspections, alarm checks, TeignCare records etc.
10. To ensure that colleagues and customers are fully engaged and consulted in relation to changes to service delivery that are likely to affect them and find innovative ways of doing this..
11. To ensure the effective operation of all 'out of hours' and emergency procedures including being available to offer ‘out of hours’ advice and assistance.
12. To develop and maintain effective links with statutory and voluntary agencies to ensure collaborative working takes place and our services are as far reaching and wide ranging as appropriate.
13. Monitor and develop the Teigncare Service
14. To monitor and control expenditure in accordance with the budget, procedures, levels of delegated authority and financial control/audit requirements, taking appropriate action when variances occur.
15. Other Duties

Support the Head of Housing in the development and achievement

of organisational objectives such as Digital Inclusion, Neighbourhood Strategy, and Community Development.

1. Support the work of others as agreed with the Head of Housing

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| No job profile can cover every issue, which may arise within the post at various times, and the jobholder is expected to carry out other duties requested by the Head of Housing or Director of Services from time to time. |

Signed:……………………………………………………………………………………….

Date: …………………………………………………………………………………………