



ROLE PROFILE

Role Title:	Relief Scheme Manager
Department:	Retirement Living and Care Services
Role Purpose:	<p>The Relief Scheme Manager will support various schemes across the West Midlands, in the absence of the Scheme Manager.</p> <p>The Relief Scheme Manager is responsible for carrying out a range of tasks to ensure the daily well-being of residents and the efficient running of the scheme. Assisting residents to enable them to receive the necessary support to live independent lives in the wider community.</p> <p>A practical clear-thinking person who can remain calm in an emergency situation and be sympathetic towards the needs of the elderly whilst fostering a friendly atmosphere and encouraging and assisting residents to maintain their independence. Being responsible for administering the scheme/schemes on a day to day basis, ensuring the security of the building/buildings, dealing with emergencies and ensuring maintenance and repairs are undertaken.</p>
Reporting to:	Director of Retirement Living and Care Services
Responsible for:	The management of the scheme
Disclosure level:	Enhanced plus Barring Lists etc.
Role Level:	Frontline Manager

Key Role Responsibilities	<ul style="list-style-type: none"> - To be responsible for the health, safety and welfare of yourself and others at work. - Contribute to the training and development of other staff. - Promote and uphold the Association's policy on equal opportunities. - To undertake other duties commensurate with the grading of the post as may be required from time to time. - Monitor the changing needs of residents as agreed in their Support Plan, provide and co-ordinate links with other support agencies, such as relatives, neighbours, doctors and other domiciliary welfare services whilst encouraging a neighbourly self-supporting attitude amongst the residents. - Work with resident's carers and families to maintain the independence of residents. - Answer alarm calls and in an emergency obtain assistance where appropriate. - Deal with sudden illness and death, contact the appropriate
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	<p>sources of help and inform relatives and Midland Heart.</p> <ul style="list-style-type: none">- Maintain precise and up to date records showing residents personal information to include date of birth, doctor, next of kin and/or executor, to enable prompt action in the event of an emergency.- When on duty, the Scheme Manager should be visible about the scheme and have the alarm system switched to on site. Time on duty is split between core time and flexible time. Core time should be in the office, residents lounge or out and about on the scheme.- Report breaches of the tenancy agreement, lease or house rules to Service Manager.- Report repairs, as appropriate, to the Midland Heart Services Centre in accordance with procedures.- Liaise with the Maintenance Officers and chase any outstanding maintenance requests.- Ensure that security is maintained on the scheme and that all alarm systems related to security and safety are regularly tested and maintained.- Ensure residents understand aspects of security.- Keep any common areas clean and tidy either by correct supervision of a cleaner.- Be fully aware of Health and Safety procedures relevant to the scheme including fire precautions and procedure and ensure any relevant actions are taken.- To ensure the integrity of Health and Safety procedures particularly with respect to accident reporting, lone working procedures, risk management, COSHH, safety/security measures, disaster recovery.- IT skills are needed for various tasks such as updating records, e-mail, viewing repairs etc.- Deal with letting of properties following Midland Heart' policy and procedures including the formal tenancy sign-up process.- To ensure all new residents are clear on how to pay the property charges and receive a 'Pay Point' swipe card and ensure appropriate paperwork as required by procedures is completed.- To keep support plans up to date and on an agreed frequency review plans with each individual resident, and review when a resident's circumstances change.- Liaise with statutory and voluntary agencies to ensure necessary support is provided for residents.- Assist, when Midland Heart are selling a Mutual/Leasehold
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	<p>properties.</p> <ul style="list-style-type: none"> - Attend training courses as designated by the organisation in line with the needs of either the individual or the organisation. - Attend all regional meetings, quarterly visit made to the scheme by the Service Manager and Maintenance Officer. Attend any additional meetings organised by the Service Manager and actively participate whenever able. - Provide cover at other retirement schemes to cover holiday and sickness as and when required. - To explain all the alarm equipment and door entry system, as applicable, together with agreed information concerning the operation of the scheme to all new residents. - Any other tasks or duties, which may be required from time to time.
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Education, Qualifications and Training	<ul style="list-style-type: none"> - Experience in administration of: Risk Assessments, minute taking and report writing. - Proven ability to organise and host meetings. - Training or qualification related to Health and Social Care. - Demonstrate an understanding of person centred planning. - Experience with Lone working. - Previous experience of facilitating independence and referring to appropriate agencies.
Knowledge and Experience	<ul style="list-style-type: none"> - At least 12 months recent and relevant experience required with transferable skills. - Has an understanding of Older Peoples needs and expectations. - Work experience that involves promoting the independence of customers/residents.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> - Responsible attitude. - Respond to change positively. - Able to cope with difficult/argumentative people, handle problems in a positive and constructive way. - Presentable. - Flexible. - Experience of discretion and respect.