

## Job Description

Job title	Scheme Support Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	<HRA Housing Services
Range	MPR 3
Reports to	Senior Support Officer

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### Main purpose of the job:

The primary purpose of this role is to deliver exceptional management services to residents in Homes for Independent Living Schemes, while providing cover for other schemes and Scheme Support Officers as needed.

Scheme Support Officers play a crucial role in enabling residents to live independently, whether or not they have a care package, and in helping them maintain their tenancies. They promote resident's wellbeing through regular welfare checks (daily or as agreed with the resident) and effectively collaborate with care management, community and nursing staff, the Medway helpline, GPs, and other organisations or stakeholders. Additionally, Scheme Support Officers are responsible for managing and maintaining the schemes, as well as monitoring and reporting on contractor performance.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

To undertake **tenant** document reviews to ensure all relevant information is current and reviewed twice yearly (medical/health information, medication, GP, emergency contact details and information held by central control).

Undertake routine checks and effectiveness of the call system, telecare devices, and fire alarms – and any other systems that are identified as contributing to the health, safety, and wellbeing of **tenants**.

To undertake Fire, Health and Safety Risk Assessments and ensure all control measure are in place and applied, as to enable fire drills and evacuation procedures in accordance with the relevant risk assessments and procedures.

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To carry out needs assessment visits to include person centered risk assessment of all potential tenants to ensure they are suitable and understand the implications of moving into a HFIL sheltered scheme.

Develop and maintain effective communication, engaging with residents to avoid social isolation and encourage them to participate in various activities.

Proactively identify routine repairs and maintenance issues whilst carrying out daily checks at the schemes to promote a safe and healthy living conditions.

To monitor the scheme cleaning, grounds maintenance and contractors carrying out their duties at the HFIL schemes.

To ensure records are maintained to meet statutory requirements to support the efficient management and administration of the schemes and the welfare of residents and the provision of performance information.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Senior Support Officer.

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The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

FIXED - The post holder will work at any of the 8 HFIL schemes, based in Gillingham, Twydall or Rainham, although they may be expected to work at any location across Medway.

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### Person specification

All criteria at level A are considered essential unless stated otherwise.

#### Qualifications

##### Level A

5 GCSE's (grade 5-9 or equivalent) including English & Math's

To have a full UK driving license and daily use of a car for work

Willingness to undertake and complete all mandatory training.

##### Level B (in addition to level A criteria)

Completion of role specific training as identified in the HRA training matrix.

##### Level C (in addition to levels A and B)

Working towards a relevant Health and Social Care qualification.

Evidence of continued professional development.

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#### Knowledge

##### Level A

Knowledge and understanding of social issues affecting older people e.g. social isolation, health concerns.

An awareness of GDPR legislation and best practice in relating to information sharing.

A good understanding of relevant policies and procedures in own area of work.

##### Level B (in addition to level A criteria)

A comprehensive working knowledge of the broader activities of the service.

A working knowledge of how each HFIL scheme operates and is managed.

##### Level C (in addition to levels A and B)

<An overview of management practices in relation to sheltered accommodation.>

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#### Experience

##### Level A

A minimum of two years' experience working within a supportive role.

Experience of interacting with older people.

##### Level B (in addition to level A criteria)

Experience of adapting services, where possible, to meet residents needs.

Experience of dealing with confidential and sensitive data

Experience of taking the initiative to work with other agencies where necessary to achieve a positive outcome.

##### Level C (in addition to levels A and B)

Experience of stakeholder management.

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Evidence of proactive support planning and engaging with partners and residents.  
Experience of coaching/supporting others in their role.

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### Skills

#### Level A

Ability to use Microsoft Word, Excel, Teams and Outlook.

Ability to organise and prioritise workload to achieve deadlines.

Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders

Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.

Ability to develop and maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important.

Ability to maintain confidentiality at all times.

Excellent customer care skills

#### Level B (in addition to level A criteria)

Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation.

The ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands

#### Level C (in addition to levels A and B)

Ability to monitor staff and contractors effectively

Ability to model high levels of professionalism and promote a culture of professional standards.

Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.