

JOB DESCRIPTION



Job Title: Extra Care Manager
Department: Care & Support
Responsible to: Director of Care & Support
Responsible for: Extra Care Team – Domestic Assistants, Kitchen Assistants, Cooks and/or Chef
Experience: A professional qualification in the field of social housing and / or considerable management experience in the care/ social housing /supported housing sector.

Date of Creation: April 2021

1. Purpose of Post

1.1 To effectively manage an Extra Care Independent Living Scheme for older people, enabling tenants to enjoy independent living with the knowledge that their changing housing needs can be met, and that the Housing Management functions are delivered.

1.2 Inspire and lead your team to provide housing and ancillary services to tenants that will allow them to live independently as long as possible in a safe and well managed scheme.

1.3 To work in equal partnership with the Local Authority Social Services partners and take the lead role in managing and maintaining the waiting list and allocation of apartments appropriately, and to ensure care needs are identified and changes to needs are acted upon via ongoing liaison and formal meetings with the local Authority partners.

2. Key Responsibilities

2.1 To provide an efficient and effective Housing Management service to tenants, bringing forward 'best practice' and applying the Association's ethos of 'Trust, Hope and Kindness' to all aspects of the Extra care Service.

2.2 Engage with & influence our local authority partners to help shape future service provision. Work collaboratively to deliver the service that tenants need at the Extra Care scheme.

2.3 Lead the services to deliver the values and objectives of ClwydAlyn. Ensure a positive can-do culture across the staff team and enable ongoing collaboration and consultation with staff, tenants, partners and internal teams within the business.

2.4 Develop the skills and knowledge of the staff within the Extra Care scheme to be able to better provide support and outcomes for tenants with multiple and complex needs.

2.5 Manage the finances, resources and staff within the Scheme to deliver services that are financially strong & add value to the Company's business plan objectives, use resources effectively and demonstrate value for money.



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- 2.6** Support staff to perform well, undertaking regular management support meetings and annual Personal Development Reviews.
- 2.7** Ensure effective approaches to tenant engagement at the scheme. Recognise diversity requirements to enable residents to influence services, have a say in the management of their homes and to ensure effective 2-way communication and dialogue that leads to greater tenant involvement, satisfaction with services and continuous improvement.
- 2.8** Seek to enhance the service offering in Extra Care, meet new needs, and deliver tangible outcomes for tenants and staff, enabling ClwydAlyn to meet its vision and values.
- 2.9** Ensure a positive working environment where Health & Safety, compliance and safeguarding is embedded across all service areas. Ensure all staff are compliant with all mandatory training requirements.
- 3.0** Work with colleagues from development, assets and maintenance to address existing physical asset issues to deliver a safe and well-maintained environment at the scheme.
- 3.1** Contribute through the Extra Care Team meetings to the continued success of the Extra Care service and delivery of the corporate plan.
- 3.2** A flexible approach to work, including agile working, is required for this role, which will include the need to work occasional evenings or weekends when necessary, or due to an emergency, which can be taken back flexibly as required.