RECRUITMENT PACK

House Manager





JEWISH BLIND & DISABLED
The key to independence

jbd.org

About Jewish Blind and Disabled

We are the only Jewish charity dedicated to ensuring that neither physical disability nor impaired vision is allowed to become a barrier to maintaining one's independence and dignity. We provide developments of mobility apartments specially designed to enable people to do the everyday tasks that are key to living independently, in safety with their own front door. We have over 360 people living across our 7 developments with ages ranging from those in their 30's to over 100 years old.



Most of our tenants are not born with a disability, instead, at some point in their lives they face a diagnosis that will have a significant impact on their life from that time forward. We know that with the right facilities and support a disability does not have to mean a loss of vital independence and self-worth.

Each of our buildings has its own supportive Jewish community with our house managers being central to the building. Along with providing a 24/7 on call service 365 days a year, house managers keep a caring eye on our tenants, calling them, unless requested not to do so, every morning and evening to check that everything is ok.

We work in partnership with a wide range of local and communal organisations, social care and health providers to support our tenants to be active and supported members of their local community.

Community engagement is at the heart of all we do.

Over the past few years we have become acutely aware of the struggles that some people on our waiting list were facing in managing in their own home. In 2018, we established our Independent Living Advisory Service, a service that takes our expertise into people's own homes. The service both advises and funds the installation of vital aids and adaptations that can support individuals on our waiting list or those who want to remain in their own home to retain their much-prized independence.

Our Vision, Mission and Values

Jewish Blind & Disabled exists for Jewish people with physical disabilities and/or vision impairments aged 18 upwards to have access to housing and support so that they lead the best life they can; enabling independence, dignity and choice. This is achieved through our specially adapted mobility apartments located in our unique supportive developments or within their own home in the wider community. We are committed to develop to ensure we can meet the needs and increased demand from across the community.

We are a values led organisation. We are guided by our strong Jewish values. Our behaviours demonstrate how we live our values. We will use these behaviours to:

1. Ensure we recruit people who share our values and can demonstrate the behaviours we seek to encourage in our staff team
2. Measure performance and identify support and development needs of our staff
3. Outline our expectations for our staff, volunteers, contractors and others who interact with us. Central to this is our value of respect.

OUR VALUES

Truth and Integrity (EMET) Do what you are supposed to do. Be accountable. Be professional

Respect (KAVOD) Treat others with respect and dignity

Fairness (TZEDEK) Be fair. Be open-minded and listen

Kindness (CHESED) Show you care. Be compassionate and empathetic.



Role: House Manager

ROLE SPECIFICATION

Job Description

Jewish Blind & Disabled is the only Jewish charity dedicated to ensuring that neither physical disability nor impaired vision is allowed to become a barrier to living independently. Our unique developments of mobility apartments, with their 24/7 onsite support, are specially designed to enable the everyday tasks that are so easy for others to take for granted. Thereby enabling people from the age of 18 upwards to live life as they choose behind their own front door.

Jewish Blind & Disabled is an independent charity that is not affiliated to any other organisation.

Location

North West and North East London, & Bushey in Hertfordshire, as required.

Responsible to

Senior House Manager

ROLE INFORMATION

Job Purpose

1. To provide assistance and emergency assistance for tenants as required.
2. To act as a "good neighbour" and provide peace of mind for the tenants and their families.
3. To encourage, promote and enable independence for tenants.
4. To ensure health and safety of JBD buildings at all times.

Key duties

The House Manager's duties are many and various and include the following:

1. Working as part of a team providing an onsite presence in line with JBD 24/7 services.
2. Monitor and carry out call round for all tenants who wish to be contacted.
3. Deal with tenant concerns and any complaints
4. Share rota duty with the other House Managers using our 2-week rota which includes sleeping nights when working in our fully equipped guest suite.
5. Respond to alarms using the warden call system.
6. Give emergency help and general assistance in case of accident or illness until the help of local services and/or a relative can be obtained.
7. Keep accessible records of essential services, support plans, ambulance forms, relative's records, GP's numbers etc. for all tenants.
8. Comply with Health & Safety requirements regarding inspections, fire alarms, warden call system etc.

9. Provide a link between the tenants and a variety of other services (such as Local Authority health and social services) as required.
10. Raise concerns if tenant care needs are not being met.
11. Co-ordinate use of weekly JBD shopping service for tenants.
12. Record all incidents on our housing management system, HomeMaster.
13. Provide a full handover at the end of the shift.
14. Carry out Start of Tenancy Visit with each tenant soon after they move in, and review this 6 weeks later with the Tenancy Support Advisor and the tenant. Review this at least annually.
15. Complete Tenant Vulnerability to Fire Risk Assessments, PEEP forms and all other relevant tenant documentation at least annually with all tenants.
16. Attend twice yearly tenant forums together with members of other teams and JBD management to provide tenants with opportunities for participation in the running of the building.
17. Liaise and work with the Tenancy Support Advisor for the benefit of the tenants.
18. Work with the Community Engagement Team to support tenants arranging events and activities within our buildings.
19. Report and monitor communal repairs and repairs within tenant flats.
20. Line manage the cleaning team on site.
21. Support Lettings Coordinator with viewings of void flats.
22. Address nuisance issues and low-level anti-social behaviour among tenants.
23. Liaise with Maintenance team and external contractors when they are on site.
24. Manage building access and car park issues.

General Information

Jewish Blind and Disabled offer the provision of self contained flats, for vision impaired and/or physically disabled people of all ages. We do not offer nursing services or welfare services.

The House Manager will be required to assist tenants to feel safe and secure, and make our tenants feel confident there is someone they can call on when they need to.

House Managers are expected to support their partner House Managers and to foster good working relationships.

A Tenancy Support Advisor is available for the House Managers to call on if they require support for individual tenants. The House Manager and Tenancy Support Advisor should work together.

A Community Engagement team supports tenants and volunteers to arrange activities in our buildings.

Encourage Tenants to support and promote JBD fund raising events.

The post is predominantly lone working.

REQUIREMENTS

The applicant must

- be able to efficiently undertake the objectives and duties of the post as set out above.
- have a high level of computer literacy
- be loyal, confidential and discreet
- have good organisational and administration skills
- be self motivated, proactive and able to work on own initiative and use own professional judgement when required
- be conscientious and punctual
- be flexible and adaptable
- be able to undertake other duties as required
- have an understanding of the values and objectives of Jewish Blind & Disabled.

Salary band

Up to £36,225 per annum (pro rata for part time staff).

Hours

The salary includes up to 35 hours per week full time or up 28 hours per week part time (which may include weekends), and up to 6 overnight shifts per 4-week period – final details by agreement following recruitment process. We can also offer a weekend-only part-time option, to include two or three nights by agreement.

Annual Leave

28 days per annum including the equivalent of 8 bank holidays.
Pro rata for part time staff.

Benefits

- Pension
- Health Cash plan





General terms and conditions of employment

DBS	All posts are subject to an enhanced Disclosure and Barring Service (DBS) disclosure.
Probationary Period	All posts are subject to a probationary period which may be extended if deemed necessary.
Working Hours	35 hours per week (which may include weekends), and 6 overnight shifts per 4-week period providing emergency response only (sleeping nights).
Annual Salary	Salaries are paid monthly in arrears on the last Friday of each month. Salaries are reviewed annually in January. JBD reserves the right to deduct from pay any amounts which are owed by you to the organisation, e.g. over payment of salary.
Holiday Entitlement	Annual leave will be based on a full-time entitlement of 20 days' paid holiday plus the equivalent of 8 bank holidays. Pro rata for part time staff. The holiday year runs from the January to December. Holiday entitlement increases with length of service, rising by three days per annum after three years of completed service and a further two days after five years completed service up to 25 days (plus BH). This entitlement is pro rated for part time staff.
Sickness	Up to 1 years continuous service – SSP only (where applicable).
Pension and other benefits	On successful completion of your probationary period, you will automatically be enrolled on the company pension scheme and Health Cash Plan.
Notice	During the probationary period – 1 week On successful completion of your probationary period and thereafter – up to 3 months, dependent on the role. All notice must be in writing.

Policies & Procedures	Jewish Blind & Disabled has a range of policies and procedures to support its staff in their work. These include GDPR, Confidentiality, Health & Safety, Equality Diversity & Inclusion and Grievance and Disciplinary Appeals Procedures. All employees are bound by JBD's policies and procedures.
Additional Rules	Employees are required to disclose any other employment, which you undertake whilst in JBD's employment.
Kosher Buildings	As JBD is a Jewish organisation there are certain rules regarding food that must not be contravened. For example, no meat, meat products, shell fish or certain other fish may be brought into office buildings and only Kosher products may be brought into residential buildings. During Passover leavened products are also excluded.
Collective Agreements	These terms and conditions are not bound by any collective agreements.

WE CAN OFFER YOU

- A friendly & supportive work team
- Training & development opportunities
- Competitive rates of pay which are reviewed regularly
- 4% employer pension contribution
- Flexible working opportunities
- Hospital Cash Plan
- Employee Assistance Programme offering 24/7, 365 days a year confidential support with personal legal and financial information and health advice across a range of medical and wellbeing issues
- 24/7, 365 days a year GP telephone helpline
- A range of discounts from major high street brands
- Cash staff referral scheme

Working for Jewish Blind & Disabled

Our staff surveys show that people enjoy working for Jewish Blind & Disabled:

96% of staff members said they were proud to work for Jewish Blind & Disabled in a recent staff survey

95% of staff members said their job is interesting and it challenges them

93% of staff members said their roles gives them a sense of self-fulfilment.



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