



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 on-site 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.

POST: House Manager

LOCATION: North West, North East & Bushey in Hertfordshire as required.

RESPONSIBLE TO: Director of Housing Management & Community Services

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.

Key Duties

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

1. Working as part of a team providing an on-site presence in line with JBD's 24/7 services.
2. Monitor and carry out call rounds 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 two-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. Monitor attendance of carers to ensure necessary care is provided.
11. Provide necessary care for tenants who may be ill for short periods or recently returned from hospital e.g. arranging meals on wheels.
12. Co-ordinate use of weekly JBD shopping service for tenants.
13. Maintain the diary, case diary sheets and support plans on a daily basis. Record all incidents and pass information on to relevant colleagues for handover.
14. Provide a full handover at the end of the shift.
15. Prepare a written confidential Support Plan with each tenant soon after they move in, and review this plan six weeks later with the Tenancy Support Advisor and the tenant, and then at least annually or when the tenant's circumstances change and update all computer records.
16. Complete Tenant Vulnerability to Fire Assessments at least annually with all tenants to monitor individual fire risks and ability to evacuate.
17. Assess each tenant soon after they move in for any risks and where identified, to carry out a documented risk assessment and to take appropriate follow up action. To review risk assessments at least annually or when the tenant's circumstances change.
18. Encourage and promote social activities and events within the scheme and to generally encourage tenant involvement. To encourage tenants to lead an active life outside the scheme, such as attending luncheon clubs and day centres.
19. Attend regular tenant meetings together with members of other teams and JBD management to provide tenants with opportunities for participation in the running of the building.

20. Liaise and work with the Tenancy Support Advisor for the benefit of the tenants.

21. Liaise with the Community Engagement Team, to ensure that there is a wide range of events and activities in the buildings.

22. Help tenants run events if required.

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 department is also involved in organising functions that are supported by a team of volunteers.

House Managers should encourage tenants to support and promote JBD fundraising 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 judgement when required
- be conscientious and punctual
- be flexible and adaptable
- be good humoured
- be able to undertake other duties as required
- have an understanding of the ethos and objectives of Jewish Blind & Disabled
- take instruction from the Director of Housing Management & Community Services.

Salary Band

£20,500 – £24,000 per annum

Hours

Flexible shifts up to 35 hours per week. Overtime is also available

Annual leave

28 days per annum pro rata

Benefits

Pension

Health Cash plan