



RECRUITMENT PACK

Role: Resident Support Manager – Appleby Blue Almshouse

Salary:	£42,000
Contract:	Full-time, permanent
Location:	Bermondsey, London SE16 with occasional travel to other sites in SE1
Reporting to:	Head of Housing
Responsible for:	2x Resident Support Officers

Deadline for applications:

Tuesday 11th April 2023

United St Saviour's Charity

United St Saviour's Charity (UStSC) has a 500-year history in Southwark but a very progressive outlook and big ambitions for the future. We have a proven track record of providing high quality homes and resident support services for the older people of Southwark in our almshouses in Bankside and Purley.

The charity is going through a period of change and growth. After years of planning, in late 2023 we will open a purpose-built and modern almshouse called Appleby Blue, comprising 57 beautifully designed homes and an all-ages community facility for Bermondsey. This will nearly double the number of residents we support and further embed our reputation in the borough.

We are now looking to recruit a Resident Support Manager to oversee the delivery of resident support services in our new almshouse. We have developed a resident support model that seeks to maximise the well-being of residents by ensuring high quality care coordination, pastoral support, welfare support, and strong resident involvement in the almshouse, community facility and local neighbourhood. The purpose of this service is to support residents to live happy, purposeful and healthy lives, helping them to get any additional care and support as and when they need it.

This new and exciting position requires someone who really enjoys working face-to-face with a variety of people from all backgrounds, and is creative and passionate about making a difference to their lives. The role holder and their team will underpin the fundamental ethos of the charity which supports older people in leading happy, healthy, independent lives in a kind and caring community.

For more information about the charity see our website www.ustsc.org.uk

The Person We are Looking For

We are looking for someone who is:

- Highly motivated to improve the lives of older people
- Approachable, flexible and caring
- Able to support and lead a small team
- A great communicator

And someone who has:

- Experience working with older people
- An understanding of the principles of wellbeing in later life
- Ability to attend occasional out of hour call outs or evening meetings as required

What We Can Offer

- A supportive workplace environment working for a small and dynamic charity
- The opportunity for you to join and contribute to our exciting journey – and make a real difference to lives in Southwark
- Continuous professional development through training and learning opportunities

Application Process

To apply for these positions please email your CV with a covering letter to info@ustsc.org.uk. You should outline your experience and how you meet the requirements of the Person Specification. Please keep your covering letter to no more than 3 pages (A4, standard margins, minimum font size 11pt).

Disclosure and Barring

This position involves working with vulnerable adults and the job offer will be subject to an Enhanced DBS and Barring List check

Equality, Diversity and Inclusion

United St Saviour's Charity is committed to promoting equality, diversity and inclusion in everything we do. We strongly encourage applications from individuals with backgrounds that reflect the diversity of Southwark.

Data Protection

Any personal data you provide (such as address, telephone number, employment history) will be used for recruitment purposes only, and only shared with individuals and organisations involved in the recruitment. Data will be stored securely: electronically (on UStSC's cloud-based IT system). Personal data related to unsuccessful applicants will be deleted six months after the end of the recruitment period unless agreed with the applicant.

JOB DESCRIPTION – Resident Support Manager – Appleby Blue

Salary:	£42,000
Contract terms:	Permanent, Full Time
Working hours:	37 hours
Reporting to:	Head of Housing
Location:	Bermondsey, London SE16 with occasional travel to other sites ad hoc

Summary and Purpose of Role:

To deliver and oversee the resident support services in Appleby Blue almshouse. Resident support services include care coordination, pastoral and welfare support, and building a sense of community amongst residents and the local neighbourhood. The purpose of this service is to support each individual resident to enjoy the best possible quality of life helping them to get any additional care and support as and when they need it. The role holder and their team will underpin the fundamental ethos of the charity which supports older people in leading happy, healthy, independent lives in a caring community. The role holder will line manage two Resident Support Officers based in the almshouse.

Key Tasks

Line management

- a) To support and line manage the team of resident support staff in Appleby Blue almshouse.
- b) To take responsibility for overseeing resident support and housing services during opening hours, to maximise staff presence, visibility and availability in the almshouses.

Support Independent living

- a) To develop services that support residents to live independently as long as possible through understanding their individual needs and aspirations and tailoring services accordingly.
- b) To encourage residents to build their own networks, to manage their own self-care, and to stay as active as possible through comprehensive and bespoke support planning.
- c) To develop relationships with a range of local agencies in Southwark to allow residents to access support from the most appropriate service providers according to their individual needs, wishes and requirements.
- d) To work with the Head of Research and Head of Housing to develop a framework of outcome measurements which measure resident wellbeing.

Manage Residency

- a) Work with the resident support team to provide a 'first point of contact' housing management service to all residents by dealing with basic enquiries, repairs, payment or welfare benefit queries, neighbour issues and complaints.
- b) Work with the Centre Manager to manage void properties in the building to minimise void turnaround periods and loss of income.

- c) Manage the housing register of new applicants to Appleby Blue (including completing home visits and assessments) and work with Head of Housing to ensure swift allocation of void properties.
- d) To escalate complex housing management issues to the Head of Housing if they cannot be resolved locally.
- e) Providing reports required by the Head of Housing in relation to incidents in the almshouse, anti-social behaviour or legal matters.
- f) Plan and co-ordinate resident liaison meetings to ensure effective communication and co-production of services.

Encourage social engagement

- a) Support the Centre Manager to organise resident involvement activities/events that are accessible and inclusive, including parties, group trips, wellbeing activities and social events.
- b) Work with the Centre Manager to ensure maximum take up of activities by residents at Appleby Blue including input into the programme to meet the individual needs of almshouse residents.
- c) Encourage and develop the availability and use of technology (including assistive technology) in the almshouse to get as many residents as possible 'online' and confident with accessing online services.
- d) Work with onsite researchers to facilitate their activities through resident liaison and organising meetings, communications and information as required.

Manage Safety

- a) Oversee the implementation and compliance of health and safety and safeguarding policies and practices in residents' homes, and the almshouses generally.
- b) Oversee the systems to monitor and report repairs. Support the Centre Manager to oversee cleaning and security issues for communal areas including the garden/grounds.
- c) Ensure the almshouse teams and residents are fire aware and report any fire safety concerns, working with the Building Services Engineer and Centre Manager.

Other

- a) Any other duties commensurate with the position as directed by the CEO or Head of Housing.

PERSON SPECIFICATION

Key Skills, Knowledge and Experience	Requirements	Essential Criteria	Desirable Criteria	
Job Specific Experience and Knowledge	Experience of working with older people	E		
	Line management experience		D	
	Experience of working in a community, social/medical care, or sheltered/supported or similar general needs housing setting	E		
	Basic housing management experience		D	
	Knowledge of Southwark's resources especially the voluntary sector and resources for older people		D	
	Understanding of the principles of wellbeing in later life		D	
	Able to support and lead a small team	E		
	Working understanding of the safeguarding of vulnerable adults	E		
	Strong administrative and organisational skills	E		
	Strong communication skills (written and verbal)	E		
	Excellent IT, numeracy and literacy skills	E		
	A housing, health and social care or similar qualification at NVQ level 2 or above (or willing to work towards)		D	
	Basic knowledge of welfare benefits and housing benefits		D	
	Personal attributes	Friendly, approachable, flexible, kind and caring. Ability to show empathy and calmness under pressure.	E	
		Ability to work effectively as part of a team	E	
Adaptable and a problem solver.		E		
Organised and thorough with excellent attention to detail.			D	
Able to plan and prioritise own workload to meet deadlines and targets.		E		
Equality and Diversity	Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of UStSC's Equality and Diversity Policy	E		

NOTE:

The role will involve working with vulnerable adults. Appointment to the role will be subject to the individual providing an enhanced Disclosure and Barring Service Certificate.