



Sheltered Services Specialist

Reports to: Sheltered Services Manager

Working in: The Sheltered Stem, within our Experience Pod

As part of our super dedicated Sheltered Services Stem, you will co-ordinate the services that are being provided in our sheltered schemes, which will help to facilitate independent living for our customers and enable them to become active participants in community life. As part of a small mobile team, you will demonstrate excellent communication and organisational skills so that we can deliver high quality services to customers within sheltered schemes, as well as liaising with external contractors, including those providing services on behalf of Buckinghamshire County Council.

What we need you to do:

- Determine, understand and manage customer expectations of our services in sheltered housing
- Use great foresight and planning to prioritise your workload and provide a consistent and holistic service across sheltered housing
- Keep really good records, ensuring that changes to services are highlighted to customers and deadlines are consistently met
- Use your keen eye to review and improve the outcomes of the actions you have taken
- Engage with other agencies or professionals to ensure that the appropriate level of support is being provided to vulnerable tenants and helping more of them to access available services such as the Engage and Support service
- Inspire and motivate customers and colleagues to use IT including making use of the free Wi-Fi in the schemes and help deliver the benefits of digital inclusion
- Promote independence for our tenants, which includes providing advice and letting them know about the services that are available to them
- Develop systems to recognise customers in need of safeguarding and to respond appropriately and proportionately including making a formal alert if needed
- Consider yourself the 'all seeing eye' in our sheltered schemes and monitor the services provided by other external agencies i.e. Centra or Connection FS, plus internal services, and provide feedback where necessary
- Make sure our tenants and leaseholders have a key role in inspiring and influencing the design, delivery and outcome of everything we do
- Make sure that our vision, mission and values influence every aspect of our business



- Take the lead on ensuring we are providing excellent services to our sheltered customers and providing accurate information for them to access other services

What you will be responsible for:

- Being an ambassador for the service, carrying out viewings with potential new tenants, which may include a risk assessment in partnership with colleagues in the Relationship Stem and Home Budgeting
- Delivering the Red Kite welcome by facilitating the welcome/settling in visits at the scheme with the new tenant and introduction to the scheme and the locality including Red Kite and services available in sheltered housing
- Making sure that we have a system for identifying those tenants who may be experiencing difficulty in maintaining their independence and signposting and referring where appropriate
- Co-ordinating and following referrals for vulnerable customers to make sure that they get support and access to services
- Using your amateur hotelier skills to manage a centralised guest room booking and payment system for our schemes that have the facilities
- Managing the Personal Emergency Evacuation Plan (PEEP) of each customer, ensuring plans are reviewed as necessary
- Administering the TV licence process so that our customers never miss an episode of their favourite shows
- Being a 'go to' person for customers and their families/advocates for signposting to appropriate agencies
- Being a key link for referring customers to the new Engage and Support service provided by Connection Floating Support if they need support
- Encourage customers to work with Connection FS and join social activities and groups to improve their wellbeing
- Tempting our customers into using digital services, including those provided in the communal areas and access free digital training through the Digital Champions
- Promoting mobile working to colleagues and the use of the sheltered Wi-Fi service
- Empowering and engaging with tenants to highlight how they can help others through volunteering activities or by providing peer to peer support
- Be a great partner so that we can work with volunteer organisations and other local agencies to help tenants to live independently
- Supporting other Red Kite colleagues at our schemes so we can provide a great range of services
- Helping with emergencies on an ad-hoc basis, such as floods, or emergency decants



Where you have come from:

- A place where you've adjusted quickly to using different IT systems, writing reports in various formats for different audiences and carrying out basic admin
- Somewhere that you had to use your own initiative in a lone working environment
- Somewhere where you excelled in team work
- A place where you have experience of working with vulnerable customers, including older people
- An environment where you've gained experience working within a diverse community
- An environment where you've gained an understanding of assessing risks and safeguarding issues

What our teams will see in you:

- Someone who is positive and lively, with a creative and enquiring mind
- A team player who is supportive, reliable, approachable and dedicated
- Someone who is calm in challenging circumstances, working well under pressure
- A colleague with superb knowledge of services and support available in Buckinghamshire
- Someone who is persistent and follows up on actions until they are resolved;
- A colleague who continuously develops their skills, experience and knowledge
- A colleague who performs to a high standard and maintains it
- A person who makes good decisions and is eager to learn and help people
- Someone who is a good communicator, both verbal and written
- Someone with a professional approach to the role and delivering great service
- Someone who works effectively on their own and in a team, supporting their colleagues when needed

As a person you will:

- Be confident with excellent organisational skills
- Be self-motivated, friendly and outgoing
- Be IT literate and able to pick up new systems quickly
- Demonstrate good people skills in challenging and difficult situations
- Have a positive 'can do' attitude which pervades all you do
- Someone who is personable, empathetic and a good listener
- Think outside the box and adapt to change
- Embrace challenges and be assertive
- Embrace and live our values of Partnership, Respect, Pride and Creativity
- Have a full UK driving licence and access to a vehicle for business use