

**MARASHEN CRESCENT HOUSING COMMITTEE and  
CASTLETOWN & MALEW ELDERLY PERSONS BOARD**

**JOB DESCRIPTION  
SHELTERED HOUSING COORDINATOR**

**Aim:**

Sheltered housing gives qualifying tenants an opportunity to live in an environment where they can retain their independence yet benefit from the security that such complexes provide.

The aim of sheltered housing is to provide individual self-contained dwellings and communal facilities for older people who are capable of independent living.

The purpose of the Complex is to provide a safe and secure environment for independent living which will enhance the lives of residents and give them the opportunity to socialise with their friends and neighbours.

Each complex has secure door access, personal alarm systems in each apartment and an alarm in communal areas. They are also designed to be considerate to those with mobility issues and therefore often include passenger lifts.

**Purpose:**

- To work within a dedicated team providing support to the community of the sheltered housing complex.
- To respond to tenants as a good neighbour and encourage independence and respect their rights.
- To ensure the smooth running of the complex on a day-to-day basis.
- To encourage social inclusion and good neighbourliness amongst the tenants and with other groups in the wider community.
- To provide support to the tenant in their co-ordination of appropriate client support services.
- To provide support and contact in accordance within the Authority's policy and procedures and current best practice.
- To assist each tenant in getting the support they need and generally to act in the role of a 'good neighbour' to the residents of the complex.

- To be alert to the degree of ill-health and dependence of each tenant and to take appropriate action, either through direct or indirect supervision, to ensure that relevant services and agencies are supporting.

**Duties:**

1. Except by prior arrangement with the Board/Committee, to always be available at the complex during 'core' hours. The post holder will be responsible for arranging the various aspects of the job within the hours allocated so as to make the best and most effective use of the time available.
2. Welcome and assist new tenants to settle in by introducing them to the other residents and to the facilities available within the complex.
3. Make contact with all tenants on a daily basis, monitor their wellbeing and assist in identifying need in partnership with family and other agencies.
4. Carry out day to day and weekly checks, as required, of fire detection and fire fighting equipment (fire and smoke detectors, emergency lighting, blankets, extinguishers and the like and arrange annual compliance tests).
5. Carry out testing and ensure 'on call' systems remain operational.
6. Respond to emergency calls from tenants and summon appropriate assistance during emergency situations.
7. Maintain up-to-date accurate records on all tenants' names, addresses and telephone numbers of emergency contacts and medical information ensuring that the monitoring services records are also accurate and up-to-date. This information to be forwarded to the care line provider, and hard copy kept in a secure location.
8. Ensure tenants are aware of the alarm systems and evacuation procedures in case of fire.
9. Report any day to day maintenance issues within the complex to the appropriate maintenance personnel.
10. Undertake initial response to failed on site equipment to affect repair or report to the appropriate maintenance personnel and monitor progress of the repair work as applicable.

11. Maintain daily records of checks/inspections/operation/failure of the complex, as required.
12. Be a liaison officer between the tenant and the sheltered housing management staff where required in respect of tenant enquiries, complaints, repairs and renewals.
13. Brief the caretaker and/or other staff and any relief sheltered housing administrator on all aspects of service provision within the complex.
14. Establish regular contact and maintain a good working relationship with external statutory and voluntary agencies.
15. Provide additional support if required to the Care Line Provider operator in instances that may be out of their control, and to ensure that the tenants' needs are met and when on duty, ensure the building is secure.
16. Liaise with the caretaker and cleaning contractors to ensuring high standards in all areas is maintained. Offer help with the removal of refuse to the wheeled bins to those tenants who require assistance.
17. Ensure areas of communal use are safe, secure and well lit.
18. Assume responsibility for the security of the building(s) and enquire to the nature of the business of any unauthorised persons, providing access only when identity has been confirmed.
19. Visitor Room:
  - Maintain Visitor Room bookings in accordance with laid down procedures.
  - Payments to be made via the Authority's normal payment options.
  - To organise cleaning and change of laundry as required.
20. Ensure that the communal and administrative areas at the complex are clean, tidy and checked every day.
21. Respect individual tenants' privacy and, as appropriate, facilitate their social inclusion through arranged social events.
22. Establish and maintain productive links with the local community. Encourage (with consultation with the tenants) full use of communal facilities assisting with the organisation of social activities.

23. Provide the appropriate advice and forms to facilitate transfers and terminations and forward paperwork to the appropriate administration staff, in accordance with agreed policy and procedure.
24. Liaise with line manager to maintain and monitor records relating to transfers and terminations, process paperwork as required in accordance with agreed policy and procedure.
25. When absent from the scheme, or when outside working hours, the post holder must ensure that the service is switched over to care line.
26. Ensure that there is a proper handover of the complex with the care provider.
27. Liaise with other Sheltered Housing Administrators on a professional basis, when and where required.
28. Attend meetings and training as required.
29. Undertake accompanied viewings with prospective tenants when required.
30. Maintain a record of all significant incidents relating to the complex or any of the tenants; provide monthly written reports as required.
31. Ensure total compliance with the building's 'no-smoking' policy.
32. Ensure equality of opportunity for all people in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Authority's Equal Opportunities Policy.
33. Ensure compliance with the provisions of the Isle of Man Data Protection Act 2002, the General Data Protection Regulations, the Computer Misuse Act 1990, organisational policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.
34. Assume responsibility for the health and safety of the staff of the complex and for the safety of the public and other staff that come into contact with any aspect of the complex and the duties being undertaken. Including input into Risk Assessments and Fire Risk Assessments as required.

35. Participate fully in discussions relating to any changes deemed necessary to the job outline, reaching mutual agreement to any reasonable changes, with the Authority reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
36. Such other duties within a similar level of responsibility as may from time to time be required by the line manager.
37. Any concerns or problems which cannot be dealt with by the post-holder should be reported to the line manager for appropriate action as soon as is practically possible.

**The Post Holder WILL NOT undertake the following:**

- (a) **Do Not** handle any tenant's financial affairs or accept any gift, favour or hospitality that might be interpreted now or in the future as an attempt to gain preferential consideration.
- (b) **Do Not** handle, any monies or other valuables, either on behalf of any resident or any organisation attached to the Complex, and **will not** collect pensions.
- (c) **Do Not** carry out nursing or other tasks normally performed by statutory services or by relatives.
- (d) **Do Not** administer drugs or medication of any kind, except in extreme circumstances.
- (e) **Do Not** carry out cleaning, cooking or shopping for tenants.
- (f) **Do Not** bathe or assist to bathe any tenant.
- (g) **Do Not** lift any tenant should they have a fall.
- (h) **Do Not** arrange removals, connections or disconnections of gas/electricity services.
- (i) **Do Not** transport a tenant for a hospital or doctor's appointment.
- (j) **Will Not** gain access to any tenant's accommodation in their absence without being accompanied by another person.

