



Sheltered Housing Warden Person Specification

Southern Sheltered Housing Joint Board

Purpose of this specification The criteria below will be used consistently to shortlist and assess applicants for the post. Applicants should use their application to give clear examples showing how they meet the essential criteria.

Assessment key A = application form | I = interview | R = references | P = pre-employment checks

Criterion	E or D	Assessment
Experience		
Experience of dealing with people in a supportive, housing, care, community or customer-facing environment.	D	A, I
Experience of working with older people or adults who may be vulnerable.	D	A, I
Experience of working independently or taking responsibility for the day-to-day operation of a service or premises.	D	A, I
Experience of liaising with families, contractors, health professionals, statutory bodies or voluntary agencies.	D	A, I
Knowledge and understanding		
Understands and supports the purpose of sheltered housing: enabling residents to live independently in a safe and secure environment.	E	A, I
Understands the importance of dignity, choice, privacy, confidentiality and appropriate professional boundaries.	E	A, I
Understands when a concern should be referred or escalated to a manager, emergency service or appropriate support agency.	E	I
Awareness of health and safety, fire safety, safeguarding, equality and data-protection responsibilities relevant to the role.	D	A, I
Skills and abilities		
Communicates clearly, respectfully and sensitively with residents, relatives, colleagues and external organisations.	E	A, I
Able to remain calm, assess a situation and take appropriate action during an emergency or sensitive incident.	E	I
Able to recognise and report changes or concerns relating to a resident's wellbeing without undertaking personal or nursing care.	E	I

Criterion	E or D	Assessment
Able to maintain clear, accurate, timely and confidential records and produce concise written reports.	E	A, I
Able to organise and prioritise a varied workload, complete routine checks and follow matters through to completion.	E	A, I
Able to use email and basic computer systems and willing to learn the Board's record-keeping and alarm systems.	E	A, I
Able to build constructive working relationships while maintaining appropriate boundaries and treating residents consistently.	E	I, R
Able to encourage social inclusion and support or organise appropriate activities in consultation with residents.	E	A, I
Able to identify and report routine repairs, safety concerns and problems with building or alarm systems.	E	I
Personal qualities		
Caring, approachable and patient, with genuine respect for older people and their independence.	E	A, I, R
Reliable, trustworthy and discreet, with a strong sense of responsibility.	E	A, I, R
Uses sound judgement and behaves calmly, tactfully and professionally, including when dealing with difficult or distressing situations.	E	I, R
Works effectively both independently and as part of a wider sheltered housing team.	E	A, I, R
Positive and adaptable approach to service improvements, changing resident needs and revised working practices.	E	A, I
Other requirements		
Available to work the contracted hours of Monday to Friday, 9.00 am to 5.00 pm.	E	A, I
Willing to undertake required training, attend meetings and follow the Board's policies and procedures.	E	A, I
Able to carry out the practical requirements of the role, including routine checks of communal areas and safety systems, with reasonable adjustments where appropriate.	E	A, I
Appointment is subject to satisfactory references, evidence of eligibility to work and any other checks considered appropriate for the post.	E	R, P

E = Essential D = Desirable

The Southern Sheltered Housing Joint Board is committed to equality of opportunity and will consider reasonable adjustments throughout the recruitment process and in employment.