



APPLICANT INFORMATION PACK

Scheme Supervisor, Conor House Belfast

Enclosed:

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Introduction

Thank you for your interest in applying for this position with Ark Housing.

Please use the information provided to assist you in completing your application. Should you require any further assistance please contact us directly and we will be pleased to assist you.

General Information

Ark Housing Association is a registered Housing Association with the Department for Communities (DfC) and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969.

Ark Housing provides social housing accommodation for rent to those in housing need. We provide accommodation throughout Northern Ireland for families, elderly people, those with disabilities, singles, and others in housing need. We also provide family homeless services providing temporary accommodation and support services for a wide range of client needs in partnership with the Housing Executive, Social Services, and other partner organisations.

Our Vision

“Making a positive difference by empowering people and communities”

Our Mission

“In partnership, provide quality homes and support services to meet housing need and contribute to the wellbeing of communities”

Our Values

Progressive	Forward thinking, supporting change & transformational
Respect	Treat everyone with dignity and esteem
Integrity	Maintain the highest professional and personal standards
Diversity & Equality	Value diversity and equality in everything we do
Excellence	Strive to deliver the highest standards of quality and customer care

JOB DESCRIPTION

JOB TITLE: Scheme Supervisor

LOCATION: Conor House, Belfast

ACCOUNTABLE TO: Director of Housing

REPORTING TO: Housing & Communities Manager

JOB PURPOSE:

To provide a secure and supportive environment and ensure delivery of a comprehensive customer focussed housing and support service at Conor House including the provision of all associated administrative support tasks across a range of functions in accordance with the standards of service and strategic objectives of Ark Housing.

MAIN TASKS:

Resident Support

The post holder shall be responsible for the overall support to residents at Conor House and will act as a means of contact on behalf of the Association in regard to resident matters/issues and will:

Develop, maintain and monitor support plans and needs assessments for each individual resident and to meet the standards as required by Supporting People.

Ensure that appropriate liaison arrangements are maintained on behalf of the Association's residents with the professions (eg doctors, social workers), voluntary & statutory agencies, including social services, SSA, NIHE and others, and residents families.

Maintain adequate administrative registers and files in accordance with service requirements.

Ensure that all emergency calls from residents are responded to in accordance with the Association's service standards.

Ensure that the RadiusConnect24 service is available at all times and that records are maintained and updated.

Health and Safety

To maintain the safety and security of the building at all times.

Ensure that all Health and Safety requirements are implemented in respect of the scheme.

To respond to all emergencies, incidents, accidents which occur in relation to the scheme and to ensure that proper records are maintained.

Advise the Association of any maintenance/repair defects required and to monitor completion of all such works as necessary.

Scheme Management

Be responsible for all and any monies as required in respect of the scheme e.g. petty cash, telephone coin box and to ensure proper reconciliation of accounting records as appropriate.

Supervise domestic and relief staff as directed by the Housing and Customer Services Officer, ensuring that the building is properly cleaned and maintained.

Identify, organise and facilitate scheme activities in conjunction with residents.

Other responsibilities

Attend such training courses, seminars, events and conferences as required by the Association in relation to the post.

Ensure that all administrative responsibilities are completed to the standards as required by the Association.

As well as the main tasks outlined above, the Scheme Supervisor is expected to co-operate with the general work of the Association and may be called from time to time to assist in other activities broadly compatible with the duties of the post.

The nature of this post is such that this Job Description cannot be prescriptive. It is a requirement that the post holder will demonstrate a high level of flexibility and responsiveness to changing circumstances and work demands of the service. The post holder will be expected to carry out any other duties as directed, which are considered reasonable and in accordance with the general duties and responsibilities of this post.

WORKING ENVIRONMENT:

This post is based at Conor House, Stewartstown Road, Belfast. There may be occasions when the post holder may be required to provide temporary cover at other locations during holiday's, sick leave or other times due to service needs.

HOURS: Hours would normally be 30 per week. Monday-Friday 9am-3:30pm

HOLIDAYS: Holidays would normally be 22 days, rising to 27 days after 5 years' service, plus 13 customary holidays. (Pro-rata)

SALARY: £18,121 (Pro Rata)

PERSONNEL SPECIFICATION

Position: Scheme Supervisor

Date: November 2021

CRITERIA	ESSENTIAL	DESIRABLE
Education & Experience	Have a minimum of 2 GCSE's (English and Maths) or equivalent educational qualifications and at least one year's previous experience in the last 5 years, working with older people in a housing or similar environment; Or At least 2 years relevant experience in the last 5 years working with older people in a housing or similar environment <i>(*Relevant Experience is defined as experience working with older or vulnerable persons in a supported housing or care environment).</i>	Supported Housing or Social Care Qualification CLAIT (or equivalent)
Skills & Abilities	Effective interpersonal and communication skills Demonstrate ICT ability and working knowledge of Microsoft office packages Experience of report writing	Relevant training & experience in communication skills, client advocacy & support work ICT literate and a sound working ability and knowledge of a range of Windows computer packages Experience in preparing case notes and confidential case reports

	<p>Be able to deal with customers in a confidential and non-judgemental manner</p> <p>Be able to plan, organise and prioritise your work</p>	<p>Have empathy with individuals and experience in raising standards of client confidentiality</p> <p>Effective Time Management experience & skills</p>
CORE COMPETENCIES		
Customer Focus	Treats all customers with respect and responds to all customer enquiries promptly, efficiently and confidentially	Establishes high expectations of customer services to improve service delivery
Team Working	<p>Has a clear understanding of team goals and objectives and knows how to translate these into every tasks.</p> <p>Treats all team members with respect</p> <p>Have a 'can do' attitude to achieving team objectives</p>	<p>Actively promotes teamwork and positively influences colleagues to maintain motivation and collaboration</p> <p>Ability to deliver high quality team performance</p>
Equality, Diversity & Good Relations	<p>Is committed to equality, diversity and good relations</p> <p>Ensures delivery of the requirements of the organisations equality scheme</p>	<p>Demonstrates a willingness to understand the impact of equality, diversity & good relations on customer services</p> <p>Receptive to new ideas and differences</p> <p>Promotes good practices in service delivery with regard to Equality, Diversity and Good Relations</p>

GUIDANCE NOTES

Guidance Notes on completing your Application Form

It is important that you read these notes carefully before you attempt to complete the application form so please take a few minutes to read the information in this pack which will guide you throughout the process.

Job Description and Personnel Specification

The Job Description and Personnel Specification will assist you in deciding whether you meet the essential criteria for this position. Please remember that the Association reserves the right to increase the criteria used for the short listing of candidates to be selected for interview without further notification. You should use the job description and personnel specification to help you consider your relevant experience, training and skills and ensure that you highlight them when completing the experience & training section of the application.

Short Listing Candidates

Candidates will be selected solely on the information provided in this application form and you should ensure that you answer all sections fully and provide the information requested in all sections of the application form.

CV's are not acceptable, and your application will not be registered if you submit a CV.

Confidential Equality Form

You should ensure that you complete the Equality Form and return it in a separate envelope addressed to the Equality Officer and marked Private & Confidential or by email along with your completed application form to: recruitment@arkhousing.co.uk

Supporting Documents

Documentary evidence will be required if you are short listed to attend for interview. This will include photographic identification e.g. passport, driving licence or other form of acceptable ID. Copies of your educational qualifications, professional membership and any other documents required to support your application are also required. You may bring these documents to the office with you on the day of your interview and staff will arrange to copy them for you. Please note that all documents provided must be originals.

Disclosure of Criminal Records

All applicants must complete this section fully. Where criminal convictions are disclosed, details must be provided of the offence(s) of which the applicant has been convicted and any relevant details relating to the offences.

You should note that Ark Housing are required to carry out checks on all persons being considered for employment with the Association through the Access NI scheme.

Data Protection

All information provided by applicants will be used solely for the purposes for which it is required in this recruitment exercise and will not be disclosed to others except where we are obliged to do so in accordance with the provisions of the General Data Protection Regulations.

Equality of Opportunity

Ark Housing is an Equal Opportunities Employer and we welcome applications from all sections of our community. Arrangements can be made for those applicants who require additional support or assistance because of a disability or other consideration which may hinder them in this application process. This may include the provision of translation service, alternative format for the documents or arrangements to facilitate a specific disability. If you require such assistance, please contact Annemarie Carleton at this office on Tel: 028 90 752310 or Email: recruitment@arkhousing.co.uk

Equality Monitoring

To comply with our obligations under Equal Opportunities and Fair Employment legislation, we are required to monitor our recruitment exercises in order to ensure that our recruitment policies and procedures are effective. All applicants are required to complete the Equal Opportunities Form associated with this application and to return it to the Monitoring Officer.

General Points

- The application form, if completed by hand, should be completed in BLACK INK and must be legible. The application may also be completed electronically and emailed to recruitment@arkhousing.co.uk
- When completed you should read through your application again to check that you have fully completed all sections.
- If submitted by post, please make sure that you leave plenty of time for your application to be received by the closing date & time. Please remember that late applications WILL NOT BE ACCEPTED
- Pay attention to the Applicant Declaration and ensure that you have signed and dated the application form.
- Do not send any supporting documentation with this application form. We may ask for such documents if your application is successful and you are short listed for interview.
- Please ensure that you have the permission of your nominated referees to act on your behalf and that they agree to provide you with a reference.
- Canvassing on behalf of your application will disqualify your application.