

## JOB OPENING

# SCHEME MANAGER

**BHAKTI  
DHARMA  
CENTRE**

AT  
SHREE SWAMINARAYAN TEMPLE  
WILLESDEN

**An exciting new opportunity has come up for a Scheme Manager to manage a newly developed sheltered living accommodation within the Willesden Green area, in London.**

You will become a recognised member of an established charitable provider and oversee all elements of the operational management of the scheme.

### **In this busy and varied role, you will be required but not limited to:**

- Promote independence, resilience and personal wellbeing
- Manage and maintain the health and safety of the building to comply with all legislative requirements including compliance checks and inspections
- Identifying potential repairs/faults in the home, ensuring they are reported and monitored
- Ensure that the relevant policies and procedures are in place, up to date and adhered to
- Assess and interview applicants suitable for sheltered housing
- Provide management information and prepare reports on voids, lettings and rent collection
- Recruit, manage and develop adequate pools of volunteers
- Identify and assist with applications for financial support for or on behalf of the residents
- Assisting residents with queries regarding welfare benefits and their tenancy
- Actively identify, develop and encourage a range of ways in which residents can be involved in social activities
- Ensure residents are supported to participate in prayers and religious/cultural activities
- Work with extended family members to ensure the resident's support network is maintained
- Be fully aware of responsibilities and reporting routes for Safeguarding adults at risk
- Represent the residents at internal and external meetings and maintain confidentiality of all sensitive information and data relating to residents.
- Providing housing management services to residents, and dealing with any disputes between residents.
- Developing support plans and risk assessments with residents, review and document information accurately.
- Liaising with external agencies such as Social Workers, GPs concerning additional support requirements

### **Skills, knowledge and experiences:**

- Fluent Gujarati speaking is essential
- Gujarati writing / reading is desirable
- Experience of working with older people, vulnerable groups, in a support capacity
- Knowledge of welfare benefits entitlements for older people
- Some understanding of lettings and tenancy management and if necessary, the willingness to develop further knowledge in this area
- Some understanding of dementia and mental health and the willingness to develop further knowledge in this area
- Knowledge of key medical conditions that older people are likely to suffer from to enable you to support them better
- Excellent interpersonal and communicative skills including alternative forms of communications and tools
- Ability to work on own initiative and with fast changing requirements
- Experience and knowledge of using Microsoft Office (Word, Excel and Outlook) and a general understanding of databases
- Good understanding of the local area
- Excellent organisational skills with the ability to prioritise and manage own workload
- Strong customer care/support experience
- Understanding of safeguarding legislation in relation vulnerable adults
- Understanding and complying with Data Protection Legislation
- Health and safety awareness

Please note, an enhanced DBS is required for this post as the post will involve working very closely with vulnerable, elderly adults with a wide range of support needs. A car drivers licence is also essential, and a recent First Aid Certificate is also desirable.

In return for your extensive knowledge and experience, you will be rewarded with a competitive salary, as well as onsite parking and other benefits.

**For an informal discussion, generate your interest or to apply please email your CV to:**



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