

## **Job description**

Job title: Relief House Supervisor

Post holder reports to: Area Supervisor

### **Main objectives of the post**

To be able to step in and deliver a first class housing service to vulnerable residents and to enable them to remain independent within their tenancy in order that they can continue to live within their community for as long as is practicable. This involves working with residents in providing a balanced meal service, maintaining their dignity and privacy, monitoring their well being and working alongside support colleagues and other local, statutory and private services and agencies.

### **Duties and responsibilities**

The following gives a summary of the principle duties and responsibilities of the post.

#### **Meals service**

- To produce and deliver nutritious daily meals, taking into account the views and expressed wishes of residents within a set budget.

#### **House Management**

- To ensure compliance with all hygiene requirements and health and safety standards.
- To ensure the smooth running and general upkeep of the house, reporting day to day repairs as required.
- To ensure financial regulations are followed in regard to procurement and petty cash expenditure and as directed by your line manager.
- To maintain appropriate records relating to incidents, accidents, fire drills, fire tests, alarm test calls, the upkeep of a daily log, emergency repairs, visitors and related follow-up action, as appropriate to your shifts.
- To work with the Domestic Assistant to ensure the cleanliness of the house.
- To deal with emergencies at the house within the organisation's policies and procedures and the House Handbook.
- To ensure the security of the dwelling is maintained.

### **Tenancy management and support**

- To assist with the successful settling in of new residents and the passing of relevant information to the Telecare provider, as appropriate.
- To assist the Area Supervisor in their role by providing a service to residents to help meet their support objectives.
- To work with the Area Supervisor by providing a core support service to residents including notifications of change, deterioration and needs, as appropriate.
- To respond to residents needs as part of a caring team, and liaise with other staff and services as well as relatives and volunteers as part of the monitoring of their well being including observation of obvious deterioration.
- To provide advice and assistance to residents.

### **Support to manager**

- To provide cover at other houses where practically possible.
- To undertake any other duties that may from time to time be required as directed by the line manager.
- Assist residents with complaints where appropriate in conjunction with the organisation's complaint policy.

### **Additional duties which may be undertaken depending on length of cover**

- To menu plan the production and delivery of nutritious daily meals, taking into account the views and expressed wishes of residents within a set budget. To ensure that the meals service provides adequate choice and maintains a balanced diet for residents.
- To work with the Area Supervisor to ensure swift allocation of empty rooms within the context of the Allocation Policy and Procedures.
- To facilitate staff rotas, staff timesheets, annual leave, sickness and induction training in agreement with the Manager.
- To provide an advocacy service to residents where appropriate.
- To facilitate the social life of the house including liaising with volunteers and Friends of Abbeyfield groups in planning activities.
- To ensure tenant consultation and participation is kept at the heart of service delivery by facilitating community use and volunteering.
- To provide a handover service for short term solutions including shopping, collecting prescriptions, room service.
- To identify training needs in conjunction with the line manager.

**Person specification**

**Knowledge**

Cooking, menu planning and compliance to health & safety standards and Food Hygiene	Essential
Reporting procedures to maintain confidentiality, secure storage and log keeping	Desirable

**Skills**

Ability to cope with vulnerable client groups including advocacy, mediation and motivation	Essential
Able to work on own initiative and without supervision	Essential
Ability to listen, analyse and support vulnerable people	Essential
Good customer care	Essential
Good decision making skills	Essential
Good communication skills	Essential
Competent IT skills	Desirable
Experience of working in team	Desirable

**Experience**

Cooking for groups	Essential
Administrative functions and IT systems	Desirable

**Education and qualifications**

SVQ Level 2 or 3 in Health and Social Care	Desirable
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**Other**

Flexible with good time management	Essential
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