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Defining the skills and experience required for extra care housing scheme managers

This tool provides an example person specification for extra care housing scheme managers, based on a researched set of competencies⁹² which local authorities, housing associations, voluntary and independent sector providers of extra care housing may wish to use when staffing their schemes. This checklist could be used in making appointments, to assess future training needs or for defining where there needs to be complementary skills in a staff team.

SKILL AREA	DEMONSTRABLE SKILL AND/OR EXPERIENCE REQUIRED	YES	NO
Scheme management	<ul style="list-style-type: none"> • Experience of housing/estates management and lettings, licence or tenancy agreements. • Experience of managing waiting lists and referral systems. • Experience of setting up contracts with tenants, leaseholders or owners. • Skills in negotiating with other professionals, eg architects. • Knowledge of health and safety/fire regulations. • Basic knowledge of designing for all groups of older people. • Knowledge of assistive technology, its availability, methods of assessment and the ethical issues surrounding it. • Understanding the contribution of aids and adaptations to independent living. • Experience of managing and planning repairs and maintenance. • Skills in promoting and explaining a scheme to visitors. 		
Care and support	<ul style="list-style-type: none"> • A focus on improving the quality of life for older people. • Undertakes a person-centred approach to working with people. • Recognises when older people do or do not need additional support and help. • Promotes care by families and friends. • Works in partnership with other agencies on behalf of tenants and/or owners. • Basic understanding of medication for the management of particular conditions, eg, dementia, sensory and multiple impairments, stroke and diabetes. 		>

⁹² *Strategic Housing for Older People Resource Manual, Section B: Developing Extra Care Housing*

SKILL AREA	DEMONSTRABLE SKILL AND/OR EXPERIENCE REQUIRED	YES	NO
Facilities and maintenance management	<ul style="list-style-type: none"> • Understanding of eligibility criteria, allocation, assessment, care and support planning. • Knowledge of adult protection issues and the duty of care. • Understanding of relevant legislation, registration and accreditation. • Understands the causes of dependency. • Knowledge or experience of providing advocacy. • Knowledge or experience of bereavement counselling and end of life care issues. • Understanding of anxiety and depression in older and vulnerable adults. • Knowledge of risk analysis and management. • Experience of rehabilitation and reablement – encouraging tenants to adopt and discover new skills. • Understanding of the role of prevention in the care of older people, including the role of dental and podiatry services. • Experience in the provision of activity-based care. • Understanding of the role and potential of intermediate care. • Understanding of welfare benefits. 		
Engaging and communicating	<ul style="list-style-type: none"> • Understanding of the physical, psychological, social, emotional, cultural and spiritual needs of residents. • Understanding of how Supporting People, Direct Payments and Fairer Charging policies and practices work. • Experience of managing budgets. • Experience of managing catering facilities. • Experience of managing and maintaining communal facilities for the benefit of tenants/owners, the local community, and the provider. • Experience of managing and maintaining communal laundries and bathing arrangements. 		
Staff management	<ul style="list-style-type: none"> • Experience of community liaison and development. • Experience of managing anti-social and challenging behaviours. • Knowledge of promoting equality and diversity of employment. • Experience of managing relationships with neighbours and the wider community. • Understanding of community consultation and empowerment – encouraging, listening to and responding to the views of older people. 		>

DEMONSTRABLE SKILL AND/OR EXPERIENCE REQUIRED	YES	NO
<ul style="list-style-type: none"> • Knowledge of using different forms of communication with individuals and groups. • Skills relating to intergenerational work and reminiscence therapy. • Understanding of community transport systems and supporting residents in accessing the wider community. • Experience of working with statutory, voluntary and independent sector organisations who provide leisure activities to older people in order to increase the range of activities available. • Experience of supporting service users' involvement in their social networks and local community. • Knowledge of promoting the principles of lifelong learning. • Understands the ethos of extra care housing. • Interpersonal/communication skills. • Good Planning and organisational skills. • Skills which help in influencing, and negotiating with others. • Experience of managing under pressure/problem solving. • Knowledge of promoting professional development, identifying training needs and accessing training. • Experience of managing budgets/financial awareness. • Experience in recruiting and retaining staff. • Exercises leadership and facilitates team building. • Knowledge of appraisal and presentation skills. • Understanding of roles and responsibilities of other professionals. • Understanding of the complaints policy and accident reporting mechanism. • Knowledge of business planning. • Experience of managing care staff/liasing with care providers/ managing contracts. • Knowledge of creating a safe working environment. • Understanding of confidentiality and data protection. • Experience of working with volunteers. • Understanding of personnel and payroll issues. • Experience of managing the allocation of staff. 		