



Creating great homes together

# Role Profile

## Position

**Sheltered Housing Advisor**

## Reporting to

**Sheltered Housing Team Leader**

## What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- You will be part of a strong, customer focused team that are passionate in what they do.
- You can expect full training and opportunities to expand your skills, knowledge, experience and career. This includes professional boundaries, safeguarding, understanding tenancy agreements and managing breaches.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- You are caring, compassionate and have a genuine interest in people.
- You have a calm, confident manner and carry out duties with an orderly and systematic approach.
- You will be able to complete required processes to a high standard.
- You can work well as part of a team and also on your initiative.
- You will have great customer communication skills; you are confident in building working relationships with colleagues and liaising with external agencies to provide a high-quality service to customers which meet service standards.
- An understanding of housing management duties

## What you take care of

- You will deliver a comprehensive housing and wellbeing service to customers living in our sheltered and extra care housing schemes.
- You will ensure contact is made with our customers through agreed preferences and carry out customer meetings and monthly events to promote social inclusion.
- You will carry out housing management functions, such as viewings, managing low level anti-social behaviour and rent arrears.
- You will manage health and safety of schemes and within customer homes; this includes person centred fire risk assessments and alarm testing.
- You will also programme and install dispersed alarm systems as required.
- You will oversee extra care and sheltered plus schemes duties as required, ensuring all records are up to date and managing handovers with care staff and micro-providers.

## What you need to be successful

- You will have experience of working with and safeguarding vulnerable adults, some with complex support needs.
- You must be able to work well under pressure and be able to prioritise.
- Good communication and decision-making skills are essential, as is a flexible approach to work.
- A good understanding of ICT is required including Microsoft programs and video conferencing platforms.
- You must have a full driving license and the use of a car with business insurance. The role also requires a first aid certificate, but full training can be given.

## Qualifications required

Applicants with transferable skills are encouraged to apply.

- Relevant work experience is required.

Approved: V1/2412024