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|---|---------------------------------|--------------------------------|---------------------|
| <b>1. Job Title</b>   | Tenancy & Contributions Officer | <b>2. Job Description Date</b> | March 2024          |
| <b>3. Department/Team</b>   | Health & Wellbeing              | <b>4. Reports to</b>           | Social Care Manager |
| <b>5. Context</b>   |                                 |                                |                     |
| <p>The Royal Hospital Chelsea is a historic institution, providing supported accommodation (Long Wards) as well as residential and nursing beds (within the Margaret Thatcher Infirmary) for some 300 retired soldiers, known as Chelsea Pensioners (or In-Pensioners).</p> <p>The Royal Hospital Chelsea ensures Army veterans are provided with support and comradeship in their twilight years in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow. The Health &amp; Wellbeing Directorate has an overall responsibility for the In-Pensioners pathway from the moment they apply to their end of life. One of the key strategic performance indicators is to maintain occupancy at the Royal Hospital of between 290 &amp; 310 In-Pensioners.</p> <p>In-Pensioners at the Royal Hospital Chelsea live in single accommodation (berths) with ensuite facilities but also share communal areas with other residents. It is fully catered, offering 3 meals a day in a central dining room and there are a range of other amenities available. In return for accommodation, related services, welfare support and, as required, CQC registered care, the In-Pensioners make a personal financial contribution. This amount is based on an individual's ability to afford to stay with us and is subject to annual review. That being said, our drive is to recruit In-Pensioners who will best represent the Royal Hospital and not just those that can pay.</p> |                                 |                                |                     |
| <b>6. Role Purpose:</b>   |                                 |                                |                     |
| <p>The Tenancy &amp; Contributions Officer is a new role within the directorate and will be responsible for:</p> <ul style="list-style-type: none"> <li>• Administering the process of setting and reviewing In-Pensioner's personal financial contributions.</li> <li>• Leading on the maintenance of an in-date and fit-for-purpose In-Pensioner (tenancy) Agreement as well as developing the In-Pensioner Handbook which governs the day-to-day lives of the In-Pensioners.</li> <li>• Supporting individuals with relevant applications for local authority funding or state benefits.</li> <li>• Working closely with other members of the directorate for some 'housing' management matters such as the allocation of berths and minimising voids.</li> <li>• Supporting the admissions process with the sign up of all new In-Pensioners and be the first point in the appeals process.</li> <li>• Ensuring compliance with current legislation, regulatory requirements and best practice in the housing sector and updating our policies and processes accordingly.</li> </ul> <p>The role reports directly to the Quality Assurance &amp; Clinical Compliance Lead but will also have links into the multi-disciplinary support model as well as working with colleagues from other directorates and, when necessary, the local authority and other organisations.</p>   |                                 |                                |                     |



## 7. Principal Accountabilities:

- Assessment and setting of personal financial contributions for all new intakes of Chelsea Pensioners during their admission process. Ensuring relevant information (details of income and assets) is accurately assessed to make appropriate calculation of their contribution amount.
- Where required, contact the Army and/ or War Disablement pension services to ensure that pensions are ceased for new intakes (a requirement of entry).
- Conducting annual reviews for In-Pensioners – supporting them as required to gather the relevant information about their income and assets so their contribution can be reviewed accordingly. As required, liaise with In-Pensioners Next of Kin or Lasting Power of Attorney.
- Supporting individual In-Pensioners to apply for such local authority or state benefits as they are entitled to.
- To take appropriate action to deal with any arrears.
- Work with the Admissions Officer, to issue and explain the In-Pensioner (tenancy) Agreement as part of sign up for new intakes.
- Ensure that In-Pensioners are kept fully informed of any changes to the In-Pensioner (tenancy) Agreement and financial contributions.
- Act as the first point of contact in the appeals process for admissions, assessing and responding to any appeals against decisions made.
- To manage and respond to any complaints from In-Pensioners relating to their personal financial contribution.
- To manage data sets and records relating to the In-Pensioner financial contributions.
- Continuous development and review of the relevant policies and procedures including the In-Pensioner (tenancy) Agreement and the In-Pensioner Handbook that guides day-to-day life in the Royal Hospital.
- Monthly and quarterly KPI reporting for the Executive Board, Health & Wellbeing Oversight Committee and Board of Commissioners.
- To work in partnership with colleagues in other Royal Hospital teams including the Finance and Estates & Facilities departments, as well as external partners including the Army pension service and the Local Authority.
- Work with Local Authority or DWP agents concerning any issues that require advice, guidance or assistance.



**8. Leadership expectations**

As Tenancy & Contributions Officer, the role holder is expected to demonstrate effective leadership and management of this workstream in line with its significance in terms of supporting the RHC’s key strategic objectives.

The role holder is expected to lead by example in demonstrating the Royal Hospital values:

- Nurture Belonging – unite through comradeship.
- Respect Individuals – listen and act.
- Encourage Pride – commit to high standards.
- Enjoy Life – make people smile.

**9. Skills Knowledge and Experience**

**Essential Skills**

- Project management skills including ability to prioritise workload, with minimal direction, make decisions and multi-task.
- Ability to work as part of a team and adopt a flexible approach.
- Ability to develop, inform and sustain professional relationships, partnerships and networks.
- Ability to maintain professional boundaries with In-Pensioners and applicants.
- Organised, efficient and have a confident and professional manner.
- Demonstrable effective customer service skills, including positive non-verbal communication.
- Good written and IT skills, with a good knowledge and accuracy in English Grammar and Maths.
- An ability to respect and maintain the General Data Protection Regulations (GDPR), in particular with any applicant and In-Pensioner personal information.

**Essential Knowledge and Experience**

- Knowledge of the housing sector, relevant legislation, and regulatory standards
- Housing management experience
- Customer service experience
- An understanding of safeguarding and what to do in the event of a concern.
- An understanding of diversity and a commitment to equality of opportunity.
- Previous experience of working as part of a multi-disciplinary team, and a willingness to undertake tasks as part of the overall objective of the team.

**Desirable Knowledge and Experience**

- Previous experience of working within a supported accommodation service for older people
- An understanding of the military and its ethos

**Qualifications:**



- Educated to A level or equivalent.
- Relevant qualification in housing management or similar is desirable

10. **Agreement:** I have reviewed this Job Description and confirm it accurately reflects the role.

**Line Manager**..... **Date** .....

**Employee**..... **Date** .....

**Note:** All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.