



# Scheme Manager Responsibilities

## The Scheme Manager will:

- During working hours be available to provide, advice, support and assistance to tenants of the scheme.
- Make daily contact with you Monday to Friday, either in person or via the intercom system.
- Encourage, organise and facilitate social activities on behalf of the tenants of the scheme.
- Test the Care Link system and fire alarm system in accordance with policy and procedure.
- Report all repairs to the communal areas of the scheme, maintaining health and safety and promoting a safe, secure and clean environment.
- Transfer all calls to Care Link when going off site or off duty, ensuring that emergency cover is available.
- Arrange to meet with you and agree a support plan with you.
- Treat you with courtesy, respect and dignity at all times.

## The Scheme Manager cannot:

- Become involved in your financial affairs, collect your pension or pay your bills.
- Act as a nurse or community carer (so cannot undertake personal care, for example helping tenants out of bed, feeding, bathing, administering medication, changing dressings, collecting or delivering prescriptions, shopping, etc).
- Look after your property or any pets in your absence.
- Undertake any minor or major repairs to your home.
- Enter your property without you being present or give anyone access to your property, even with your permission, unless we have reason to believe that your health or welfare is at risk.