

Warden or Housing Support Officer - Sheltered Housing

Wardens work in groups of sheltered housing units for older residents or residents with special needs. They help people to live independently in the community.

The Work

You could be:

- responsible for a group of housing units and the people who live there
- contacting residents each day to check they are well and to help with problems
- responding quickly if a resident presses the emergency call button, giving first aid and calling emergency services
- responsible for the security of the premises
- arranging social activities and trips for residents
- arranging or supervising room cleaning and minor maintenance work
- collecting rent, dealing with arrears, keeping records, reports and details of repairs
- welcoming new residents and explaining how sheltered housing works
- contacting residents' relatives and staff from social work, the health service and the benefits agency (and possibly attend meetings with them), on behalf of residents.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the company or organisation you work for
- the demand for the job.

Starting salaries are around £18,000 rising to £22,000 a year, with some years' experience. A sheltered housing manager can earn up to £25,000 a year or more.

Conditions

- You will work on a rota system with colleagues, so that a warden is always on call in case of emergencies.
- You may be on call for long periods, sometimes including evenings, overnights and weekends.
- You may have to live in.

Getting In

Most jobs are with local authorities, but there are also jobs with housing associations and voluntary bodies.

- You need a good general education. Some employers may expect you to have or be working towards Scottish Vocational Qualification (SVQ) Social Services and Healthcare at SCQF Level 6 to meet the requirements of the Scottish Social Services Council (SSSC) registration within a certain timescale.

- Many employers insist you have a current health and hygiene certificate or a first aid certificate.
- Experience of working in a housing or social care setting is usually required.
- You would be expected to have a current knowledge of procedures, standards and legislation.
- A driving licence is useful and may be essential for some jobs.
- For many people this is a second career.
- You will require a satisfactory criminal record check from Disclosure Scotland to show that you are suitable for this type of work. Contact [Disclosure Scotland](#) for details on the type you would need.

What Does It Take

You should be:

- patient and tolerant
- caring, sympathetic and supportive
- observant
- motivated and enthusiastic
- friendly, helpful and a good listener
- willing to take responsibility
- a good organiser
- assertive, but tactful – you may need to settle disputes between residents
- able to react quickly and keep calm in emergencies.

Training

- Training is usually on the job.
- You may take courses offered by the Chartered Institute for Housing (CHI). See the [CHI website](#) for more details.

Getting On

- You may move from a small sheltered housing complex to a larger one.
- You may become manager of groups of sheltered housing throughout a local authority, or with a housing association or voluntary body.
- You may go on to study for SVQ Social Services and Healthcare at SCQF Level 7, or complete the Modern Apprenticeship in Care Services Leadership and Management at SCQF Level 10, and move into a management role (for example see [Care Home Manager](#) job profile).

Contacts

Scottish Social Services Council (SSSC)

Tel: 0345 60 30 891

Website: www.sssc.uk.com

Website (2): learn.sssc.uk.com/careers

X: @SSSCnews

Facebook: www.facebook.com/thesssc

Statistics

Employment Status : Not available this career.

Past Unemployment - Scotland

No Claimant statistics available for Scotland.

Predicted Employment Statistics : Not available this career.