

<b>Role Title</b>	<b>Independent Living Officer</b>
<b>Job Family</b>	<b>Families and Homes</b>
<b>Competency Level</b>	<b>All Colleagues</b>
<b>Pay Range / Scale</b>	<b>Scale 6</b>
<b>Purpose</b> To provide support and specialist knowledge to the service area	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or	Specialist work area reputation is maintained or enhanced.  Stakeholders are engaged with activity relevant to them.  Positive feedback is received from stakeholders.

externally.	Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

<b>Job Specific Accountabilities:</b>	<b>End Results/ Outcomes</b>
Provide an intensive housing management service to vulnerable Sheltered housing residents and carry out housing management support tasks	Ability to deliver a Housing Management and service to vulnerable council tenants
Able to communicate effectively verbally and in writing to residents, carers ,partners, families and other agencies	Effective communication
Investigate, liaise and identify appropriate services, recording and providing monitoring information on support outcomes. Reviewing cases as necessary. Completion of data to ensure independent living	Effective record keeping and management of case load

Maintain and update client records	
Possess good IT skills with an ability use council systems with the appropriate training	Strong I.T skills and the ability to use/train council based systems
Facilitate repairs via appropriate staff, advising residents on care, building maintenance and fire safety. Provide Housing Benefit and welfare advice, assist with income maximisation, financial awareness, budgeting. Encourage and support residents to maintain independence. Ensure residents needs and vulnerability is mapped and updated.	Ability to give advice and support on maintaining tenancy and resettlement issues
Understand and maintain knowledge of community care and mental health legislation. Comply with all relevant health and safety legislation and Councils policy and procedures .Complete necessary building health and safety checks	Ability to understand and adhere to current legislation, council policies and procedures related to the Independent Living Service

<b>Nature of Contacts</b>
<p>Key contacts are internal and external customers/stakeholders</p> <p>Provide intensive housing management services &amp; support to vulnerable sheltered residents, their families and carers</p> <p>Engage with contractors to ensure repairs, building maintenance and planned works are carried out</p> <p>Referrals to and from: third party statutory and non-statutory services: including, social services, and mental health teams. Police, hospitals, care homes and other relevant agencies</p> <p>Liaise with and or advise senior members to staff regarding service issues problems and processes</p> <p>Deal with people at all levels confidentially. Sensitive and diplomatically</p>

<b>Procedural Context</b>
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Act within guidelines and standard procedures.  
 Workload will be organised in consultation with team leader and service manager.  
 Work within laid down procedures but needs to deal with day to day problems without always referring to others.  
 Decisions will be made based on council procedures.  
 This post involves working at different sheltered schemes within the borough  
 Money handling is prohibited within this post.  
 Reports to Independent living Team leader  
 Enhances DBS  
 Working conditions: remote working from various sites  
 Lone working  
 Required to work weekends on a rota basis

**Key Facts and Figures**

Enhanced DBS  
 Lone working  
 Weekend and evening working on a rota basis  
 Use of car for work

**Resourcing**

**Budget Responsibilities: None**

**Supervisory Responsibilities: None**

**Knowledge, Skills and Experience**

Ability to work remotely and with limited supervision  
 Having a flexible approach to the role and willingness to work within a team environment  
 Identifying vulnerability and assessing risk  
 Demonstrating a commitment to deliver excellent customer services  
 Knowledge of issues faced by lone workers  
 Experience of carrying out risk assessments  
 Good verbal and written communication skills  
 Positive, self-motivated, professional and sympathetic approach to the needs of vulnerable customers  
 Energetic and motivated with fresh ideas about how to continue to develop the service for the future.

**Indicative Qualifications**

National Supported housing certificate or other relevant recognised qualification.

GCSE English & Math qualification or equivalent

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.