

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Independent Living Officer	<b>Grade:</b>	GG57	<b>Job Code:</b>	LCC178
<b>Service/Team:</b>	Independent Living/council housing	<b>Role Type:</b> *Delete as appropriate	FIXED	<b>Reports to:</b> *Title & LCC Code	Independent Living Team Leader  LCC420
<b>Line Managers:</b> *Title/s & LCC Code	N/A				

Job Overview
<p><b><u>Overview</u></b></p> <ul style="list-style-type: none"> <li>To provide an effective local housing management service to all tenants living in an independent living environment including maintaining the regular contact agreement for each tenant.</li> <li>To provide onsite management and supervision of independent living schemes with regards to maintenance, health and safety and cleanliness.</li> <li>To undertake all aspects of the role within the independent Living team and always working within the relevant policies and procedures of the area.</li> </ul>
Direct Responsibilities
<p><b><u>General Duties</u></b></p> <ul style="list-style-type: none"> <li>To provide a local housing management service to tenants living in an independent living environment, by supporting Council housing teams, including estate managers, income managers, household intervention officers and choice-based lettings, to help sustain tenancies.</li> <li>To provide a home visiting service to ensure adequacy and safety of accommodation.</li> <li>To provide daily contact with tenants as agreed on their support plan</li> <li>Provide cover at other schemes for holidays or sick leave.</li> </ul> <p><b><u>Accessing Independent Living Accommodation</u></b></p> <ul style="list-style-type: none"> <li>To assist in lettings including the viewing of properties and the scheme and carry out independent living assessments and person-centred fire risk assessments (PCFRA) in tenants' properties to clarify support needs.</li> <li>To undertake a local management service assessing security, health and safety checks in and around the home and scheme.</li> <li>To complete referrals for aids and adaptations to be installed in and around the home where required to social services, occupational therapy and/or doctor's surgeries.</li> <li>To signpost tenants to floating support service providers, where those tenants have been identified as requiring support and assistance to enable them to live independently for example CAB or Household intervention officers.</li> </ul>

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### **Tenancy Management**

- To assist in ensuring that tenants comply with their tenancy agreements, and protect rights of tenants to enjoy peace, quiet and privacy in conjunction with the housing management team.
- To demonstrate the use of the systems and equipment within the scheme.
- To encourage tenants to achieve and maintain their independence and seek to promote the health and well-being of tenants where appropriate.
- To request and record tenant information that is relevant to their housing, support or care needs and it is in the interest of the council to have this information and share this information in accordance with information sharing protocols.
- To give assistance to access housing benefit assistance or financial advice to pay rent/service charges.
- To work with the income management team to assist tenants to pay rent and service charges.
- To undertake annual tenancy/household audits or whenever there is a change in circumstances.
- To assist tenants in preparing to move to more suitable accommodation.

### **Scheme Safety, Security, and Management**

- To maintain the fire safety record, carry out weekly fire alarm, smoke alarm and legionella checks and monthly firefighting equipment and emergency lighting checks.
- To organise regular 'fire drills' and ensure that the correct evacuation procedure is adhered to.
- To ensure that health and safety policies in the scheme are adhered to, including fire safety, food hygiene, first aid procedures, safety precautions in relation to infectious diseases and safety of staff and tenants within the scheme.
- To carry out regular health and safety checks. Ensure all actions are documented and followed up.
- To manage and organise the use of communal lounge(s), guest room and laundry (where present).
- To organise scheme activities and trips, carrying out risk assessments in advance of the activity.
- To ensure that communal areas are kept clean, tidy and free from hazards, and report any issues to the Independent Living Team Leader or Community Housing Manager.
- To monitor the security and access to the building – allowing access to health, social, welfare agencies and service and maintenance contractors.
- To advise and assist tenants with any problems regarding their neighbours and the local community in conjunction with other colleagues to ensure the accommodation provided remains adequate and safe for all tenants. This will include dealing with anti-social behaviour in accordance with the policy and to report alleged incidents to the housing officers or the Independent Living Team Leader.
- To act immediately on any safeguarding concerns, making the appropriate referrals to adult social care and/or police.

### **Repairs and Maintenance**

- To monitor the quality of contractors providing services on scheme (services paid for via service charges such as grounds maintenance, window cleaning, laundry), and report any issues to the Independent Living Team Leader or Community Housing Manager

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- To report repairs in accordance with the council's procedures for communal areas and assist tenants if required.
- To work alongside the repairs and maintenance service to identify tenants who have a specific need relating to planned programme works. Assist in liaison during delivery of any such works and with the timetable to access properties for planned maintenance works to be completed.
- Complete regular checks of the lifeline, Tunstall, equipment on site, including testing the tenant's equipment on a bi-monthly basis, reporting any faults or issues found.

### **Administration and Income Collection**

- To complete an annual review of a tenants needs, by completing a Support Plan for each tenant. A Support Plan is made up of, Personal Information Form, an Assessment and PCFRA.
- Share the information on the Personal Information Form with the emergency contact centre in accordance with policies.
- To complete the concessionary or preserved-rights TV licence for the scheme on an annual basis.
- To collect appropriately all monies for TV licences, guest bedrooms & hire of the communal room.
- To ensure records are kept up to date and are easily accessible.

### **Emergency Response**

- To be the first point of call when an emergency arises and act calmly and professionally.
- To summons help in the case of an emergency and contact the relevant agencies and emergency contacts.
- To keep accurate records of visits and record any action taken. Report any follow up action that is required and refer to other agencies where appropriate.

This role requires the person to have excellent interpersonal skills, as they will be dealing with members of the public, tenants, outside agencies, colleagues from across the service and outside of this service, they will also be dealing with sensitive/confidential information.

### **Primary Measurable Objectives**

- To provide contact as agreed with independent living tenants and keep accurate records of visits.
- To complete at least yearly PCFRA, Independent Living assessments and personal information forms in line with data protection
- To signpost residents for any additional support or care assessment needs.
- To oversee scheme maintenance, health & safety & cleanliness including being the first point of contact for contractors.

### **Staff Management Responsibilities**

- **Not Applicable**

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
<b>Specialised Qualifications &amp; Training</b>	2 GCSEs at Grade C or above (including Maths and English) or equivalent.	<p>Current First Aid certificate</p> <p>Current Food Hygiene certificate</p> <p>Supported housing/warden certificate (BTEC)/National Diploma in supported housing or equivalent</p> <p>NVQ level 2 in care/promoting independence or similar</p>	App Form, Interview, Certificate
<b>Experience</b>	<p>General administration (filing systems, working procedures) and office equipment including computers and programmes (word, excel)</p> <p>Experience of working with the public in a professional environment, such as care and support services.</p> <p>Experience of liaison with other agencies and making referrals</p> <p>Experience as a carer or support worker in a health, social care or housing environment including carrying out support/care assessments; dealing with and reporting safeguarding issues; organising activities; dealing with emergency situations.</p>	Experience using mobile and alarm call equipment	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	<p>Knowledge and understanding of the needs of older and vulnerable people.</p> <p>Knowledge and understanding of the safeguarding adult's framework</p>		App Form, Interview

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	<p>Good organisational skills including event management and individual case management.</p> <p>Commitment to excellent customer care practice.</p> <p>Ability to handle cash and keep accurate records</p> <p>Have an understanding of the Council's values and behaviours</p>		
<p><b>Personal Attributes</b> Including Interpersonal &amp; Communication Skills</p>	<p>Excellent verbal communication – to be able to communicate with a wide range of people on a one-to-one basis and with groups. Understanding the communication needs of older people.</p> <p>Good written communication, including the ability to complete forms and keep accurate records.</p> <p>Ability to function calmly under pressure, organise own workload and problem solve, particularly in emergency situations.</p> <p>Excellent time management skills</p> <p>Ability and commitment to encourage tenant participation and involvement within the independent living schemes and the wider community so tenants know who to have their voice heard.</p> <p>Ability to work within a dispersed team and communicate effectively.</p>		App Form, Interview

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	Provide holiday and sickness cover sometimes at short notice.		
<b>Special Requirements/Other</b>	<p>Full/clean driving licence and access to a car for work use</p> <p>The job is public facing, therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential.</p> <p>A 'can do' positive attitude to work; innovative, creative, motivated and enthusiastic, flexible and open to change</p> <p>A commitment to Lancaster City Council Values and Behaviours.</p>		App Form, Interview

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### Additional information

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	