

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Independent Living Officer
Service Area / Team	Housing / Housing Operations / Neighbourhoods
Reports to	Independent Living Team Leader
Post Number	TBC
Grade & Annual Salary	Grade E
Politically Restricted Post	No
DBS Requirement	Enhanced

JOB PURPOSE
<ul style="list-style-type: none"> To work as part of the Neighbourhoods team to provide an effective and customer focused service to tenants living within the Independent Living Schemes. To oversee the health and safety of the sites and all tenants ensuring that our properties and schemes are well managed, maintained, safe and clean. To ensure that effective tenancy sustainment work is undertaken with those customers who need help to manage their tenancy and maintain independent living. To provide liaison and links with other agencies and the wider community to help improve services for tenants and promote the Independent Living service.

MAIN DUTIES AND RESPONSIBILITIES	Frequency (this will be added once the service goes live)
Provide high levels of performance and customer service to tenants in Independent Living schemes	Daily
Ensure collaborative working within the Neighbourhoods team	Daily
Actively promote tenant engagement and involvement	Daily

Carry out building inspections, identifying elements of health and safety issues, maintenance required, and report repairs to maintain a high standard of cleanliness, safety and security	Weekly
Ensure that any housekeeping actions identified by fire risk assessments are undertaken within target	As required
Ensure that the telecare hardware and systems are working correctly, reporting any defects to the provider / Lifeline team	As required
Manage properties that become empty to ensure that they are void for a minimal period	As required
Liaise closely with the Housing Options team to assess the eligibility of housing applicants interested in moving into our schemes.	As required
Attend your designated schemes regularly	Regularity to be agreed with each ILO depending on site location
Undertake reassurance calls to those tenants who have requested this service	Daily / weekly
Monitor, report and deal with any breaches of tenancy conditions	As required
Effectively manage complaints, tenancy disputes and anti-social behaviour cases in accordance with our policies and procedures.	As required
Ensure that tenants are kept informed of service delivery arrangements and that effective feedback is given in response to their questions.	As required
Establish and maintain effective relationships with other agencies such as health, social care, the Police, PCSOs, KCC and voluntary agencies, to improve services for tenants	As required
Sign post tenants to agencies and services that will help them support their independence	As required
Work with the Independent Living Team Leaders to provide additional support to particularly vulnerable tenants that are struggling to sustain their tenancy	Daily
Ensure the health, safety and wellbeing of tenants, including taking appropriate action on any potential safeguarding concerns	Daily

Ensure the fire box at each scheme is kept up-to-date at least weekly with current statutory certificates (e.g. gas, electric), tenant register, asbestos register, personal evacuation plans, fire alarm zones and site plans	Weekly
Support the income recovery team by visiting tenants with rent arrears	As required
Oversee local delivery of services from contractors such as grounds maintenance, window cleaning and cleaning	As required
Manage and maintain the laundry facilities and guestrooms	Daily
Regularly update our housing management systems to ensure that tenancy data is up to date.	Daily
Liaise with the Lifeline call centre to ensure that they are updated of changes to occupancy and of individual tenant's details.	As required
Complete a Risk Assessment with each resident	Annually
Be aware of all relevant legislation, policies and procedures and comply with them at all times	Daily

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.

- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

ADDITIONAL INFORMATION

Responsibility for Staff (direct reports)	None
Responsibility for Staff (indirect reports)	None

NATURE OF CONTACTS

Internal

- Employees
- Managers & Lead officers
- Elected Members

External

- Tenants
- Voluntary organisations
- Support agencies
- Tenant families / friends / advocates
- Public
- Contractors
- Community Safety partners
- Social Services
- Health agencies

Folkestone & Hythe District Council Person Specification

Post Title: Independent Living Officer

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> Minimum of 5 GCSEs or equivalent standard (grades A-C) including maths and English or demonstrable experience that demonstrates proficiency 	✓		
	Desirable <ul style="list-style-type: none"> Housing related qualification 	✓		
Experience and Knowledge	<ul style="list-style-type: none"> Demonstrable housing management or relevant customer contact experience. Ideally 2 to 3 years' experience and this should be recent and relevant. 	✓	✓	
	<ul style="list-style-type: none"> Demonstrable understanding of relevant housing and tenancy legislation and practice. 	✓	✓	
	<ul style="list-style-type: none"> Good understanding of current issues in social housing. 		✓	
	<ul style="list-style-type: none"> An understanding of safeguarding principles. 		✓	
	<ul style="list-style-type: none"> Knowledge of welfare benefits. 		✓	
	<ul style="list-style-type: none"> Knowledge of local and national agencies that can provide support and assistance to tenants. 			
	<ul style="list-style-type: none"> A good working knowledge and understanding of health and safety from a building perspective. 	✓	✓	

	<ul style="list-style-type: none"> • Good understanding of lone working safety principles. • Good negotiation skills. • Competent IT skills including Word, Outlook, Excel and meeting remotely. • Experience of using mobile devices for routine work related activities. 	✓ ✓	✓ ✓ ✓ ✓	
Skills and Abilities	<ul style="list-style-type: none"> • Excellent communication skills both verbal and written. • An ability to build effective relationships and communicate effectively with Members, managers, Council staff, tenants and external agencies. • Excellent interpersonal skills with an ability to persuade and influence others. • Excellent organisational skills with the ability to plan own workload • Excellent problem solving skills. • Ability to deal with conflict. • Ability to work under pressure and to tight deadlines. • Ability to work alone and with limited supervision. • Ability to analyse and interpret a range of information • Develop creative solutions for short to medium term issues • Personal resilience in order to deal with situations that may place emotional demands on them due to the vulnerability of the client group and challenging behaviour of some tenants • Ability to travel to and between sites. 	✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	