

GRAVESHAM BOROUGH COUNCIL

Division:	Housing and Operations
Department:	Housing Landlord Services
Post Title:	Independent Living Officer
Grade:	4/5
Responsible to:	Independent Living Manager

Job Description

Job Summary

The role of an Independent Living Officer is to enable tenants living in Gravesham's Independent Living Schemes to live independent lives whilst sustaining their tenancies, ensuring that the Independent Living Schemes provide a welcoming, safe and secure accommodation for Gravesham's more vulnerable tenants. This will be achieved by providing a customer focused service that promotes dignity, empowerment and choice.

Main Tasks and Responsibilities

Housing Management

- To provide an enhanced housing management service to tenants living in Gravesham's Independent Living schemes.
- Carry out accompanied viewings and sign ups to ensure accommodation is right for tenants, promoting independent living and the services that are available.
- To carry out new tenancy and introductory tenancy visits to ensure that tenants are sustaining their tenancies and taking any appropriate action if there are breaches of tenancy.
- Carrying out Estate and Property inspections to identify and deal with breaches of tenancy conditions and repairs, providing follow-up and enforcement action for matters identified to be dealt with.
- Proactively report repairs required to the scheme. Carry out repair inspections and monitor caretaking and cleaning standards as required.
- Carry out pre-void inspections to properties and provide appropriate advice to tenants about the condition of their property and any potential recharges.
- Carry out Tenancy Audits to council properties.

- To address and action any low level anti social behaviour, including the recording of any incidents, warnings, notices and action taken. For any high level cases to be referred to the Anti Social Behaviour Team.
- Monitoring voids, ensuring properties are let in a timely manner, are welcoming and well decorated. Work with Housing Allocations to ensure that voids are let quickly, proactively identifying any potential issues with lettings and working to overcome these.
- To complete Health and Safety checks, ensuring the scheme complies to health and safety requirements by carrying out checks such as, but not limited to; fire alarm checks, pull cord testing, water flushing, emergency lighting checks, PAT testing and other scheme checks to be recorded on a weekly, monthly, quarterly and annual basis.
- Investigate and action any cases of hoarding, involving other agencies and signposting to support where appropriate.

Independent Living

- Provide assistance to tenants to access services from other agencies who have been identified as requiring support and assistance to enable them to live independently.
- Provide support and assistance to tenants by dealing with enquiries through a number of different methods including face to face, telephone, email/web chat aiming to resolve issues at the first point of contact wherever possible.
- Provide professional, accurate, timely and a non-judgmental frontline service to tenants, which meets the demands of a diverse range of customers.
- To provide advice and assistance to tenants and their families on housing related issues and to signpost to other services as required.
- Request and attend multi-agency case conferences with other professionals to support and maintain independence for tenants.
- Identify any safeguarding issues and make referral for support as appropriate.
- To liaise with the contractor monitoring the 24 hr response service to resolve any issues and to respond to calls from them.
- Use IT systems to keep appropriate records of customer contact, such as welfare checks and call logs.
- Ensure that information is presented in an accessible format to meet the needs of each individual tenant.
- To support constant scheme improvement by planning for furniture renewal and scheme decoration to ensure that schemes remain

modern and welcoming.

Tenant Engagement

- Facilitate the development of an active community by promoting the use of communal facilities throughout the schemes. Encourage the use of tenant-led activities in communal lounges.
- To work with the Tenant Engagement Officers to support meaningful and focused tenant engagement that is relevant to tenants needs.

Policies and Procedures

- To adhere to policies and procedures and contribute to the ongoing development of policies and procedures that ensure continuous service improvement to meet the needs of customers, regulators and other stakeholders.
- To follow the lone working procedure including the use of lone working devices. To follow start and end of day lone working procedures.

General

- To undertake system administration duties as and when required to support the service, IT system and potential process changes.
- Undertake additional training or vocational qualifications as required.
- To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.
- To participate as required in the Council's Emergency Planning Operations which may involve duties outside the post holder's normal job description and contracted hours. In the event that an incident has occurred which disrupts the council's ability to deliver it's critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder's competencies in other departments and/or at other locations.
- A commitment and contribution to the Council's Equal Opportunities Policy is an essential requirement of the post.
- The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.
- The post holder must ensure that data quality and integrity is maintained and that data is processed in accordance with council policy, the Data Protection Act, the Freedom of Information Act and other legislation.

- The post holder will comply with Statute and Council Policy in all respects.
- An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community safety. It is also required that community safety is to be a thread running through all functions of the local authority.
- A commitment to excellent customer service and the values of the Council.

PERSON SPECIFICATION

POST: Independent Living Officer	POST No.
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CHARACTERISTIC	SPECIFICATION	
	ESSENTIAL	DESIRABLE
SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)	<p>Able to communicate confidently and effectively with people at all levels.</p> <p>Able to influence, negotiate and implement practical solutions to problems.</p> <p>Ability to think on feet and use sound judgement to resolve complex issues</p> <p>Ability to use a Microsoft computer package.</p>	<p>Experience of working with a diverse range of customers.</p> <p>Experience of working in a problem solving environment for the benefit of customers.</p> <p>Experience of using a variety of IT packages for day to day use in the workplace.</p>
KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations)	<p>Basic knowledge of tenancy management and housing legislation.</p> <p>Basic knowledge of specialist housing.</p>	<p>Experience of managing tenancies and following housing legislation.</p> <p>Experience of working within a specialist housing environment,</p>
QUALIFICATION TRAINING (Educational/vocational qualifications and other training) <i>Verification will be required</i>	<p>Housing or Independent Living recognised qualifications.</p>	<p>Chartered Institute of Housing Qualification at Level 3 or above.</p>
EXPERIENCE (Level and type of previous experience)	<p>Experience of working with vulnerable adults in a social housing setting.</p> <p>Experience of working within a performance focussed environment.</p> <p>Experience of working within a multi-agency setting.</p>	<p>Experience of working specifically with older people or adults with learning difficulties and mental health.</p> <p>Experience of managing relationships with multiple agencies to find positive outcomes for tenants.</p> <p>Experience of working towards Key Performance Indicators.</p>

QUALITIES (Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team)	Ability to work under pressure. Ability to work independently and as part of a team.	Experience of working in a high pressured environment. Experience of lone working.
SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)	Ability to attend occasional meetings outside of normal working hours. Full driving licence and access to own car.	