

Independent Living Support Officer - BANK

Job Description

Department:	<i>Housing Services</i>
Reporting to:	<i>Housing Services Manager</i>
Hours:	<i>Zero-hours contract</i>
Salary range:	<i>£13.50 per hour</i>

Summary of Post

To provide a specialist floating support service to all residents within Mount Green's Independent Living schemes that allows residents to maintain their tenancies and live safe, secure and independent lives. To provide one-to-one tailored housing related support to our most vulnerable elderly residents while working in partnership with the local neighbourhood officer to ensure the smooth running of the Independent Living Schemes. A caring, efficient, and reliable attitude from someone who is able to work at pace in a busy environment is more important than housing or scheme management experience as full training will be given.

Key Tasks

- Working across a number of schemes in a geographic location to be at each scheme at least once per week.
- Carry out 6 monthly emergency alarm checks, collect relevant personal information from residents and update the emergency call centre.
- Keep the emergency call centre informed of any relevant changes to resident's circumstances.
- Carry out weekly welfare call via telephone, intercom, face to face or text.
- Visit residents' home or meet residents by appointment or via surgery at scheme office.
- Liaise with statutory services to improve outcomes for residents.
- Liaise with Next of Kin to improve outcomes for residents.
- Report and investigate all safeguarding concerns in partnership with statutory agencies.
- Advise on Aids and Adaptations and ensure the residents home and surroundings are safe.
- Induct new residents to the scheme.
- Carry out Health & Safety walkabouts at each scheme to identify hazards.
- Dealing with emergency call outs where possible.
- Ensure residents have pendants and working emergency pull cords.
- Support residents with tenancy breaches in partnership with the Neighbourhood Officer.
- Support victims and perpetrators of ASB in partnership with the Neighbourhood Officer.
- Support residents with management transfers, home adaptations, health & safety in the home.
- Ensuring that older residents' voices are heard and that their housing needs are met by Mount Green.
- Keep thorough records relating to residents using housing system.

Note: This job description is a broad summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time. This role forms part of a small specialist team and the post-holder will need to adopt a dynamic and an "Art of the Possible" approach to ensure that the needs of the team and the business are achieved.



Independent Living Support Officer

Person Specification

1	Education and Qualification	Essential	Desirable
1.1	5 GCSEs, Grades A-C, including English & Maths or equivalent		<input checked="" type="checkbox"/>
2	Knowledge and Experience		
2.1	At least 2 years of experience working in a public sector or commercial setting		<input checked="" type="checkbox"/>
2.2	Experience of managing older persons housing, tenancies and communities and undertaking tenancy management actions		<input checked="" type="checkbox"/>
2.3	Experience of engaging with residents, offering creative solutions and ensuring residents' voices are heard		<input checked="" type="checkbox"/>
2.4	Experience of involving residents and managing an estate		<input checked="" type="checkbox"/>
2.5	Knowledge of housing and associated legislation including Health and Safety		<input checked="" type="checkbox"/>
2.6	Experience of working with a diverse customer base and addressing individual need	<input checked="" type="checkbox"/>	
2.7	Experience of dealing with complaints and finding innovative solutions		<input checked="" type="checkbox"/>
2.8	Experience of supporting residents with low-level and complex ASB cases		<input checked="" type="checkbox"/>
3	Skills and Ability		
3.1	Ability to plan, organise and prioritise workload	<input checked="" type="checkbox"/>	
3.2	Work remotely and manage time while out and about	<input checked="" type="checkbox"/>	
3.3	Excellent communication skills (verbal and written)	<input checked="" type="checkbox"/>	
3.4	Ability to build effective relationships internally and externally	<input checked="" type="checkbox"/>	
3.5	Ability to understand/follow policies, processes and procedures	<input checked="" type="checkbox"/>	
3.6	Aptitude for IT and in particular Office 365 and Housing Management software.	<input checked="" type="checkbox"/>	
3.7	Full UK Driving Licence with insurance for business purposes and access to own vehicle	<input checked="" type="checkbox"/>	
4	Behavioural Competencies		
4.1	Awareness of the impact and appropriateness of personal communication style	<input checked="" type="checkbox"/>	
4.2	Passionate about service delivery	<input checked="" type="checkbox"/>	
4.3	Treat residents with respect and put them at the heart of everything you do	<input checked="" type="checkbox"/>	
4.4	Deadline focused	<input checked="" type="checkbox"/>	
4.5	Flexible and adaptable with positive "can do" attitude	<input checked="" type="checkbox"/>	
4.6	Open and honest, with a strong sense of integrity	<input checked="" type="checkbox"/>	
4.7	Self-motivated, with high levels of energy, drive and focus while working alone but also a good team player	<input checked="" type="checkbox"/>	
4.8	Will not tolerate any form of racism or discrimination within the workplace or within the communities where we own and manage homes. Will commit to ensuring our staff, residents and partners are not exposed to racism or discrimination while working for Mount Green or living in one of our homes and will be robust in responding where this is noticed or reported to us.	<input checked="" type="checkbox"/>	
5	Commitment/Other		
5.1	The post-holder must demonstrate commitment to Mount Green's values and show willingness to go the extra mile when needed	<input checked="" type="checkbox"/>	
5.2	The post-holder must be able to work outside of normal working hours on some occasions		<input checked="" type="checkbox"/>
5.3	The post-holder must at all time operate within Mount Green's policies and take responsibility for health & safety, equality, diversity & inclusion and data protection within their area	<input checked="" type="checkbox"/>	

