

# Independent Living Officer – Grade 6

## Job purpose

Independent Living Officers will enable customers living in Retirement Living Schemes to live fulfilled independent lives and sustain their tenancies.

You will ensure that the Retirement Living Scheme provides safe and secure accommodation that meets with various health and safety standards.

You will encourage and facilitate the development of an active community use of the facilities within the building.

You will achieve this by providing a customer focussed service that promotes dignity, empowerment, choice, and confidentiality.

Independent Living Officers maintain and monitor information using various procedures and systems to ensure customers are provided with appropriate housing related support.

You will work with colleagues across services to ensure that customers are signposted to other services where necessary.

You may be required to provide a support service to customers who live independently in the community rather than being scheme based.

This role is based within [Growth and Regeneration](#). Find out more about [working for Kirklees](#).

## Key areas of responsibility

- Develop individual 'independent living plans' for tenants in the Retirement Living Scheme / community as appropriate and to agree outcomes with the customer.
- Use IT systems to keep appropriate records of customer contacts.
- Signpost customers to partner agencies or refer to teams within Homes and Neighbourhoods to ensure they access effective support.
- Ensure that the Scheme complies with the Health and Safety requirements by carrying out fire Alarm checks, sprinkler checks, water flushing process, emergency lighting checks and daily scheme checks in communal areas and the guest room. To be aware of PAT testing schedules.
- Proactively report repairs required to the Scheme.
- Provide support to customers by dealing with customer enquiries through several different methods including face to face, over the telephone or by email/web chat, resolving issues at first point of contact where possible.
- Signpost tenants to other community activities.
- Use a range of customer service skills to provide a professional, accurate, timely, ethical, and non-judgmental front-line service which meets the needs of a diverse range of customers and stakeholders.
- Manage the use of guest rooms for customer relatives, and communal room activity bookings.
- Risk assesses activities and use of the communal rooms.

- Provide a professional service to all customers, ensuring that physical, emotional, and financial boundaries are clearly adhered to.
- Work collaboratively with Housing Officers to facilitate viewings of vacant properties and that schemes are providing quality accommodation, communal areas, and grounds.
- Encourage tenant-led activities in the communal lounges, particularly those that support health and wellbeing.
- Ensure that reports of fob, care phone and call service faults are dealt with speedily.
- Feedback on the quality of contracted services provided within the Retirement Living Scheme (for example, cleaning, grounds maintenance).
- Prepare professional and clearly written communications to colleagues, partners, and customers.
- Participate in team service reviews and service planning as required and ensure any arising individual actions are implemented.
- Organise and prioritise own workload, responding to customer demands alongside planned work.
- Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession as appropriate to secure any information needed. Interrogate records and assimilate data as necessary.
- Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) and report any areas of concern ensuring that any defects are addressed and completed in line with Homes and Neighbourhoods/ the Council's Fire Safety procedures.

## Position of job in organisational structure



## Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with vulnerable customers and a range of stakeholders, internal and external	Essential
Experience of supporting customers with a range of vulnerabilities.	Essential
Previous experience of data input and maintenance of databases and/or Contact Management Systems	Essential
Literacy and numeracy to a standard required to maintain accurate records and write high quality communications	Essential
Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role	Essential
Able to work flexibly and be responsive to change	Essential
Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results	Essential
Travel to various locations in order to carry out the duties of the job. Possession of a full and valid driving licence and a car available for work. (Exceptions can be made for disabled applicants).	Desirable
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

## For Office Use Only:

Job Category	Housing Services	Grading ID	66790
Job ID	80103200	Last Updated	03/02/2021
Job Focus	No	Career Progression	No

## Contractual Variants

DBS Category	Adults	DBS Type	Enhanced + Barred
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		