

The role of an Independent Living Officer

As an Independent Living Officer your working time will be spent on site at one or more of the Retirement Living Schemes or with customers in the community.

The support you provide is aimed to empower customers, helping them remain independent. This could mean sign posting to agencies that can help achieve this. For example, you may support a resident to access aids and adaptations for their home or help them access care providers.

Where possible, customers and volunteers are encouraged to organise and run activities and events in the scheme. Part of your role would be to support this and encourage participation as much as possible. Tenant involvement and empowerment is a central feature of the work Homes and Neighbourhoods do to achieve successful communities.

The role is varied. One day you may be discussing support needs with a customer, the next day working with the housing management officer at a viewing of a property with a prospective tenant. You will liaise and work with many other teams, such as property services, parks and open spaces, adult social care, police, care companies and contractors. Team members are expected to be flexible and cover where required.

Your day will include conducting health and safety checks of the buildings, communal areas, and grounds. Identifying and reporting repairs, potential hazards and addressing any fire safety issues. You will do a weekly fire alarm and sprinkler test and work alongside other teams to keeping the buildings safe and secure.

Although this job is a desirable criteria for driving, you will be expected to travel to schemes and training locations on a daily basis.

You will receive a monthly one to one meeting with your housing manager to support you in your role. There are weekly team briefs, monthly team meetings, and regular training opportunities. As a new member of staff, you will receive a full induction.