

### ROLE PROFILE

<b>Role Title:</b>	Senior Independent Living Officer
<b>Department:</b>	Supported Living
<b>Role Purpose:</b>	To provide high quality housing management and housing related support supported living services. Provide day to day supervisory support and guidance to teams to ensure services are well maintained.
<b>Reporting to:</b>	Independent Living Manager
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	Enhance
<b>Role Level:</b>	Detail the Behaviours & Standards level that this this role sits at: <u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p>Deliver housing related support services based on an individual's identified needs, which are focused to equip our customers with the skills required to move on and be successful in maintaining independent living</p> <p>Contribute to key performance areas including void loss, bad debt, repairs, building safety and compliance. Undertake appropriate action in accordance with procedures to meet annual target levels.</p> <p>Ensure that the physical standards of the services are appropriate to meet the needs of customers and comply with Health &amp; Safety requirements and other appropriate legislation.</p> <p>Identify and report repairs including planned maintenance requirements.</p> <p>Responsible for undertaking/overseeing housing management checks required and the recording on appropriate systems</p> <p>Responsible for managing or escalating concerns identified</p> <p>Escalate concerns around repairs, contractor performance or health and safety to appropriate person/s or department</p>
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	<p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health &amp; Safety policy and procedures commensurate with this position.</p> <p>To ensure that all safeguarding incidents are managed, recorded and monitored in accordance with not only Midland Heart's policies and procedures but those of the local Authority</p> <p>Ensure that appropriate allocation of accommodation and services are monitored against the selection and allocation criteria.</p> <p>Deliver agreed services, ensuring that each customer are allocated an appropriate level of support hours in line with their needs and commissioning requirements.</p> <p>To manage and monitor risk and needs ensuring that appropriate risk management strategies are part of a coordinated multi agency approach, which would include relevant statutory and voluntary agencies in line with Midland Heart's policies and procedures.</p> <p>Support Independent Living Officers to agree appropriate risk management arrangements as part of the risk and needs assessment and support planning process</p> <p>Contribute to effective service delivery as defined by commissioner standards and Midland Hearts internal quality assurance framework.</p> <p>Support Independent Living Manager to implement service improvement actions identified as part of a quality audit process</p> <p>To monitor fair access and exit of the service in line with Midland Heart's policies and procedures ensuring that unmet needs and any barriers to potential access are addressed with Independent Living Manager</p> <p>To lead on the facilitating the tenancy sustainment and independent living skills offer for customers to achieve the skills required achieve independence within wider society</p> <p>To facilitate planned and sustainable move on for customers into appropriate accommodation in line with contractual timescales</p>
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	<p>To develop and maintain appropriate networks and relationships with appropriate statutory and voluntary agencies ensuring that these are diverse and reflective of the needs of customers.</p> <p>Liaise effectively with the Income Team and other agencies as appropriate to ensure income is maximised</p> <p>Ensure customers are empowered to understand their rights and responsibilities around their tenancy, including the payment of rent, maintain their tenancy, reporting of repairs, health and safety</p> <p>Provide supervisory support and guidance to Independent Living Workers</p> <p>Responsible for addressing immediate concerns within service around safeguarding, building or health and safety and escalating to appropriate person/s</p> <p>Responsible for managing customer feedback/concerns locally, where resolution is not reached concerns are escalated in line with complaints procedure</p> <p>Promote effective communication within your team</p> <p>Responsibility to ensure any concerns are reported which may include using the whistle-blowing policy and procedure where appropriate.</p> <p>Ensure compliance with all Midland Hearts financial policies and procedures</p> <p>Attend and contribute to staff meetings or training</p> <p>Attend and contribute to regular supervisions with your line manager.</p> <p>Develop and implement effective working relationships across the organisation to promote the services, and the staff and to engage and understand fully the benefits of working together to ensure the smooth running of the services at all times.</p> <p>To provide out of hours cover through being part of an on-call rota.</p> <p>To provide stand by cover for services operating 24 hours day, 7 days per week</p>
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	<p>To undertake other duties commensurate with the grading of the post as may be required from time to time.</p> <p>To comply with reasonable management requests.</p> <p>Ensure that the relevant Midland Heart procedures are implemented effectively.</p>
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<b>Education, Qualifications and Training</b>	<p>GCSE grade 6-9</p> <p>NVQ or Diploma Level 3.</p>
<b>Knowledge and Experience</b>	<p>Knowledge:</p> <ul style="list-style-type: none"> <li>• An understanding of issues in relation to homelessness</li> <li>• Knowledge relating to welfare benefits system including housing benefit regulations.</li> <li>• Health and Safety requirements of supported accommodation settings.</li> </ul> <p>Experience:</p> <ul style="list-style-type: none"> <li>• Experience of housing management</li> <li>• Experience of working with individuals with housing needs.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Skills:</p> <ul style="list-style-type: none"> <li>• IT systems and good keyboard skills.</li> <li>• Good organisational skills with the ability to prioritise tasks.</li> <li>• Excellent interpersonal skills.</li> <li>• Good verbal and written communication skills</li> </ul> <p>Behaviours:</p> <ul style="list-style-type: none"> <li>• Enthusiastic and solution focussed.</li> <li>• Have a team work ethic.</li> <li>• Able to deal with people in an assertive, fair and consistent manner.</li> <li>• Understanding of and commitment to the principles of equality and diversity.</li> </ul>