

Lancaster City Council - Job Description

Job Title:	Independent Living Officer	Grade:	GG57	Job Code:	LCC178
Job Family:		Job Family Group:		Reports to:	Principal Management Officer
Line manages:	Not applicable				

Job Summary

To provide an effective local housing management service to all tenants living in a sheltered housing environment including an agreed regular contact agreement.

To provide onsite management and supervision of sheltered housing schemes with regard to maintenance, health and safety and cleanliness.

Direct Responsibilities

General Duties

- To provide a local housing management service to tenants living in a sheltered housing environment.
- To provide a home visiting service to maintain adequacy and safety of accommodation.

Accessing Sheltered Housing Accommodation

- To assist in lettings including the viewing of properties and the scheme and carry out sheltered housing assessments to clarify support needs.
- To undertake a local management service assessing security, health and safety checks in and around the home and scheme.
- To complete referrals for aids and adaptations to be installed in and around the home where required.
- To signpost tenants to floating support service providers, where those tenants have been identified as requiring support and assistance to enable them to live independently.

Tenancy Management

- To assist in ensuring that tenants comply with their tenancy agreements, and protect rights of tenants to enjoy peace, quiet and privacy in conjunction with the housing management team.
- To demonstrate the use of the systems and equipment within the scheme
- To encourage tenants to achieve and maintain their independence, and seek to promote the health and well-being of tenants where appropriate.
- To request and record tenant information that is relevant to their housing, support or care needs and it is in the interest of the council to have this information – i.e. share information in accordance with information sharing protocols.
- To give assistance to access housing benefit assistance or financial advice to pay rent/service charges.
- To work with the income management team to assist tenants to pay rent and service charges.

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- To undertake annual tenancy/household audits or whenever there is a change in circumstances.
- To assist tenants in preparing to move to more suitable accommodation. i.e. extra care, residential accommodation.

Scheme Safety, Security, and Management

- To maintain the fire safety record, carry out weekly fire alarm, smoke alarm and emergency lighting checks.
- To organise regular 'fire drills' and ensure that the correct evacuation procedure is adhered to.
- To ensure that health and safety policies in the scheme are adhered to, e.g. fire safety, safe use of toxic materials such as cleaning fluids, food hygiene, first aid procedures, safety precautions in relation to infectious diseases, safety of staff and tenants within the scheme.
- To carry out regular health and safety checks. Ensure all actions are documented and followed up.
- To manage and organise the use of communal area, guest room, and laundry (where present).
- To organise scheme activities and trips, carrying out risk assessments in advance of the activity.
- To ensure that communal areas are kept clean, tidy and free from hazards, and report any issues to the Principal Management Officer.
- To monitor the security and access to the building – allowing access to health, social, welfare agencies and service and maintenance contractors.
- To advise and assist tenants with any problems regarding their neighbours and the local community in conjunction with other colleagues to ensure the accommodation provided remains adequate and safe for all tenants. This will include dealing with anti-social behaviour in accordance with the policy and to report alleged incidents to the Estate Manager or Principal Management Officer
- To act on any safeguarding concerns, making the appropriate referrals to adult social care and/or police

Repairs and Maintenance

- To monitor the quality of contractors providing services on scheme (services paid for via service charges such as grounds maintenance, window cleaning, laundry), and report any issues to the Principal Management Officer.
- To report repairs in accordance with the council's procedures for communal areas and assist residents if required.
- To work alongside the repairs and maintenance service to identify tenants who have a specific need relating to planned programme works, and assist in liaison during delivery of the works, and with the timetable to access properties in order for planned maintenance works to be completed.

Administration and Income Collection

- To collect appropriately all monies for TV licences, guest bedrooms & hire of the communal room.
- To ensure records are kept up to date and are easily accessible.

Emergency Response

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- To summons help in the case of an emergency, and contact the relevant agencies and emergency contacts.
- To keep accurate records of visits and record any action taken. Report any follow up action that is required and refer to other agencies where appropriate.

Primary Objectives

- To provide contact as agreed with sheltered tenants within assigned area & keep accurate records of visits.
- To signpost residents for any additional support or care assessment needs.
- To oversee scheme maintenance, health & safety & cleanliness including being the first point of contact for contractors.

Staff Management Responsibilities

Not applicable.

Knowledge & Educational Requirements

Specialised knowledge:

- Experience as a carer or support worker in a health, social care or housing environment including: carrying out support/care assessments; dealing with safeguarding issues; organising activities for residents; dealing with emergencies.
- Experience of using mobile and alarm call equipment
- Knowledge and understanding of the needs of older & vulnerable people
- Knowledge and understanding of the Safeguarding Adults Framework

Functional knowledge:

- Good verbal communication – to communicate with a wide range of people on a one-to-one basis and with groups of tenants. Understanding of communication needs of older people.
- Good written communication, including clear handwriting – to enable forms to be completed and records kept.
- Experience of general administration (e.g. filing systems; working procedures) and office equipment, including using a computer.
- Experience of working with the public in a professional environment such as care and support services
- Experience of liaison with other agencies and making referrals to other agencies

LCC specific knowledge:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to the Council's Values and Behaviours.

Understanding of the post holder's own and their team's contribution to the Council's Corporate.

Other Requirements

The hours of work are 37 hours per week, working Monday to Friday.

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DBS check required.

Additional information

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	