**JOB PROFILE:** Senior Independent Living Adviser

**RESPONSIBLE FOR:** Supervising Independent Living Advisers

**PURPOSE:** Effectively supervise staff to ensure we are contributing to building and maintaining sustainable communities and providing cleaner, greener and safer neighbourhoods.

To ensure that customers receive a high quality, customer focussed service.

 To provide a home visiting service to maintain adequacy and safety of accommodation throughout our area of operation.

 To work collaboratively with the Senior Business Development Adviser and Independent Living Advisers to design & build the support module in Civica CX

 To work in positive partnership with the Care and Support providers and other partners/agencies.

 To work within the Company’s Equality and Diversity Policy and Health and Safety Policy, ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

Supervise the team ensuring that they have the training and development required to undertake their duties. Play a role in achieving targets and the delivery of a customer focused service.

Assist the Independent Living Manager in the delivery of objectives relating to the Neighbourhood Strategy and Ageing Well Strategy and develop policies and procedures and ensure that individuals and the teams operate effectively in accordance with these.

|  |
| --- |
| Ensure that ILA’s are fully utilising the main IP platform and ensure that the data imputed is fully accurate.Assist the Independent Living Manager in monitoring performance in all areas of responsibility against KPI’s. Produce reports and performance information as required.  |

Oversee the delivery of outcome focused activities across the Sheltered Schemes within our stock.

Provide monitoring information on all areas of responsibility.

In partnership with other agencies develop and annual calendar of outcome focused activities.

Take the lead on specific policy areas on behalf of the team as agreed with the Independent Living Manager.

 **KEY ACHIEVEMENT AREAS:**

**Scheme Management**

|  |  |
| --- | --- |
| **1.** | Routinely visit all sheltered housing schemes and mini groups within thedesignated group. |
| **2.** | Ensure that all schemes are maintained to a high standard of Health and Safety, repair, furnishing, cleanliness and general order. |
|  |  |
| **3.** | Respond appropriately and promptly to all day to day issues as they arise. |
|  |  |
| **4.** | Effectively manage the scheme to ensure that residents are provided with a secure and safe environment. |
|  |  |
| **5.** | Co-ordinate the use of any guest rooms and other communal facilities, TV licences and annual servicing etc. |
|  |  |
| **6.** | Respond to emergencies on site during working hours and out of hours asdirected by the Neighbourhood Services Manager. |
|  |  |
| **7.** | Act as the key contact for repairs and improvements,  |
| **8.** | Encourage and assist customers to apply for grants. |
| **9.** | Carry out regular health and safety risk assessments and reviews. |
| **10.** | Monitor contractor performance for works in communal areas. |
| **11.** | To be responsible for ensuring that alarms and other equipment and emergency systems at schemes are tested and maintained, including reading meters and submitting readings on a regular basis. |
| **12.** | Maintain accurate record keeping systems. |
| **13.****14.****15.** | Take responsibility for ensuring the schemes meet all audit and inspection requirements, both internal and external.Carry out welfare pull cord and pendant checks in line with agreed timescalesUndertake quality checks of person-centred goal plans to ensure they are consistent in delivering outcomes. |

**Housing Management Tasks**

Provide a housing management service to customers in older person’s housing to include:

|  |  |
| --- | --- |
|  |  |
| **16.****17.** | Assisting in the voids and letting processes and assisting new customers to settle into their homes. Including, pre void inspections, pre tenancy interviews, sign ups and new tenant visits.Work closely with the letting team to ensure the consistent application of the edibility criteria for sheltered housing. |
| **18.****19.** | Ensure that customers understand their rights and responsibilities and that all breaches of tenancy (including ASB) are resolved effectively. Make use of remedies available including legal ones where reasonable and proportionate. Following up arrears of sub-account or alarm charges with customers andagreeing repayment. |
| **20.** | Routinely visit schemes and customers at home, thereby acting as the principle face to face contact with residents experiencing housing difficulties or requiring assistance |
| **21.** | To report repairs and monitor progress through to completion in accordance with procedures for tenants and communal areas. |
| **22.****23.****24.** | Ensure that at all times the service is customer focussed, and achieves / exceeds its key performance indicators and other performance targets.Provide advice on Teign Housing’s policies including transfers and mutual exchanges, aids and adaptations referring customer to other teams for detailed advice as appropriate Deal with requests for tenancy changes and permissions in accordance with the conditions of tenancy and within timescales set out in service standards. |

**Signposting**

**25.** Make referrals to external statutory and non-statutory agencies where residents

appear to demonstrate a care and support need. Arrangements should be

made for them to visit the relevant tenants/s to make an assessment.

|  |  |
| --- | --- |
| **26.****27.****28.** | **Other Duties**Support the Independent Living Manager in development and achievementof organisational objectives such as Digital Inclusion and CommunityDevelopment.Support the work of others as agreed with the ManagerAssist customers with completing Mobility Scooter Approval forms andco-ordinate the process from application to decision, ensuring the customer iskept updated at all times.  |
|  |  |
| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Manager (Independent Living Service) or Head of Housing from time to time. |

Signed:……………………………………………………………………………………….

Date: …………………………………………………………………………………………