

**JOB PROFILE:** Independence and Wellbeing Advisor

**RESPONSIBLE TO:** Senior Hub Coordinator

**PURPOSE:** To monitor and ensure the well-being of sheltered housing tenants and provides support to tenants to remain independent in their own homes with privacy and security. Offer assistance to tenants and other service users and provide / obtain help in cases of emergency.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies 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:**

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| **1.** | To operate as a lone worker, without direct supervision caring for the welfare and well-being of customers within the allocated accommodation ensuring that each customer is well, either by means of a personal visit or call via the intercom system. |
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| **2.** | Responding promptly to all emergency calls or illness until medical / emergency aid arrives and / or relative’s assistance is obtained. |
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| **3.** | Keeping up-to-date records for each customer in line with current procedures. |
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| **4.** | Actively promote and help to organise communal activities and outings for customers. |
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| **5.** | Arrange the rental of facilities and concessionary TV licence payment. Paid directly to Teign Housing in line with Teign Housing regulations. |
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| **6.** | Report maintenance defects in the Scheme or Warden Call equipment to relevant teams or agencies. |
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| **7.** | Undertake health and safety site inspections, visits and other estate management duties, including assessing compliance with the Disability Discrimination Act 1995. When required. |
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| **8.** | Undertake new customer viewings and complete Needs and Risk Assessment to clearly identify prospective customer needs and suitability for supported housing. Providing information about the schemes and services provided. Complete accompanied lets and sign ups in accordance with current procedure. |
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| **9.** | Maintain the security of any communal parts of the premises and monitor cleanliness and tidiness of the site(s). Report defects and poor service to relevant teams. |
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| **10.** | Deal with the death of a resident and liaise with the Doctor, next of kin etc. Providing appropriate support to relatives and neighbours. |
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| **11.** | Provide Health Coaching through holistic conversation to enable customers, to gain knowledge, skills, tools and confidence so that they can reach their self-identified goals. |
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| **12.** | Maintain up-to-date records for each tenant. Develop agreed Goal plans with customers and review Goal plans and risk assessment in line with current procedures. Notify the alarm monitoring centre of changes. Maintain confidentiality in accordance with the Data Protection Act. |
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| **13.** | Provide cover to other schemes and caseloads of Independence and Wellbeing advisors and in the absence of other members of staff. |
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| **14.** | Work closely with other agencies to achieve agreed outcomes for customers. i.e. health, Social Services, Education and Local Authorities. |
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| **15.** | Provide help to customers with the completion of forms and/or documents to apply for DFG grants. Refer to appropriate agencies for assessment. |
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| **16.** | Provide a customer focused service complying with agreed procedures and service standards. |
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| **17.** | Assist in reviewing the service as required, working towards continuous improvement and exploring innovative approaches to service delivery. |
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| **18.** | Liaise with and work with the Hub Coordinator to address tenancy issues and other departments within Teign Housing as required. |
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| **19.** | Provide a Trusted assessor service to the tenants be able to fit and demonstrate equipment or minor adaptations that have been issued, or to review and adjust equipment already being used. |
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| **20.** | To keep up-to-date on the needs of older people and other special needs groups in the area and best practice for provision of housing related services. Attend meetings (including resident’s meetings), training courses and seminars as required. |

**21.** Escalate any safeguarding or wellbeing concerns about our customers to the

Independent Living Manager.

**22.** Routinely visit schemes and customers at home, thereby acting as the principle

face to face contact with tenants experiencing housing difficulties or requiring assistance.

**23.** Ensure that new customers are inducted, know what is available, how services

work and how welfare contacts will be conducted.

**24.** To report repairs and monitor progress through to completion in accordance

with procedures for tenants and communal areas.

**25**. Carry out pullcord and pendant checks in line with agreed timescales where

Necessary.

**26.** Ensure that customers understand their rights and responsibilities and that all

breaches of tenancy (including ASB) as resolved effectively. Make use of remedies available including legal ones where reasonable and proportionate.

**27**. Provide advice on Teign Housing’s policies including transfers and mutual

exchanges, aids and adaptations referring customers for detailed advice as

appropriate.

**28.** Assist customers with Mobility Scooter approval forms and co-ordinate the

process from application to decision, ensuring the customer is kept updated at all times.

**29**. Following up arrears of sub-account or alarm charges with customers and

agreeing repayment.

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
3. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

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| 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 line management from time to time. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

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