

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Housing & Property Services
Post No. & Job Title:	Independent Living Team Leader
Grade:	Grade 7
Responsible to:	Independent Living Manager
Responsible for:	Full management responsibility for a team of Independent Living Co-ordinators
Job Objective:	<p>To enable older people to retain their independence and quality of life by managing a team of Independent Living Co-ordinators and Activity Co-ordinator</p> <p>To ensure that the Independent Living Plans (ILPs) and Activity Programmes are regularly updated and enable residents to live independently</p>

Main duties and responsibilities

Management

1. To undertake management of the Independent Living team, working across the Borough to include full line management responsibilities for the Independent Living Co-ordinators including managing performance, absence management, performance appraisals, recruitment, regular team meetings and individual personal development
2. To motivate, lead and provide general management, supervision, guidance and support to the Independent Living Co-ordinators working within the team
3. To identify and meet the training needs of the team on an individual and group basis through performance appraisals and regular 1-1s
4. To ensure that customers receive a seamless service during business hours by managing a service cover rota. Ensure appropriate levels of Co-ordinator cover is in place including during periods of annual leave and/or sickness absence
5. To support the Independent Living Manager to develop and implement all Independent Living policies, strategies, procedures and good practice guidelines with the team
6. To ensure that the Independent Living policies, practices and services are delivered consistently across the Independent Living service
7. Support the teams to meet the requirements of the Independent Living Service performance management framework. Take corrective action with team members when targets are not being achieved

8. Ensure that the required performance information is provided to the Independent Living Manager within deadline

Independent Living

9. Ensure the Independent Living Team complete and regularly update the Independent Living Plans (ILPs) with customers
10. Ensure that safeguarding referrals are completed as required; ensure follow up action is taken as appropriate
11. Support the team to work with families, partners, health professionals and others' identified within the ILP to promote independence and enhance the customer's quality of life.
12. Be responsible for promoting regular and effective communication with residents and their representatives including family members
13. Attend case conferences with other professionals and team members to maintain customers' independence
14. To liaise with the contractor monitoring the 24 hour Response Service and the contractor responsible for the Service and Maintenance Contract to resolve issues and identify areas for improvement
15. Promote a culture of service to customers which encourages consultation, continuous feedback and involvement and ensures a range of opportunities are available to help customers shape the delivery of future services

Housing Management

16. Ensure that the team provides a high quality housing management service across the schemes, ensuring a safe and secure environment for tenants. This includes the following:
 - Pre termination visits
 - Tenancy pre assessment
 - Accompanied viewings and sign ups
 - New tenancy visits and Introductory Tenancy visits
 - Nuisance case investigation and resolution
 - Hoarding cases and development of an action plan
 - Welfare benefit claims and completion of forms including Universal Credit
17. Provide appropriate advice to the team on the full range of housing management issues, ensuring they are dealt with in an effective and sensitive way with an emphasis on tenancy sustainability and long term problem solving
18. Seek advice and make referrals to Independent Living Manager and other teams in complex cases when specialist support and knowledge is required
19. To promote and encourage resident participation by Independent Living residents at all levels

20. Promote the work of the Activities Co-ordinator and ensure an Activities programme is in place and being delivered. Identify opportunities to jointly work together to promote independent living with outside providers

Facilities Management

21. To support the work of the Facilities Co-ordinator by ensuring that the Independent Living schemes are safe and relevant Health and Safety regulations are adhered to
22. Ensure that the team report all defects and repairs and ensure prompt remedial work is undertaken
23. Ensure that the team complete regular pull chord testing and records are accurately maintained. Take corrective action where required
24. Liaise with the Cleaning Supervisor to ensure that the schemes are cleaned to the required standards

Lifeline and Telecare Technology

25. Support the Independent Living Manager to manage an efficient and effective Lifeline and telecare service to current and new customers by ensuring that processes are followed

Resource Management

26. Support the Independent Living Manager to manage the Independent Living Service budgets by ensuring that financial regulations and standing orders are adhered to including the proper management of scheme social funds
27. Support the development of scheme improvements including furniture replacement and external improvements. Manage customer consultation within the schemes
28. To assist with the promotion and marketing of the Independent Living Service within the neighbourhood area, identifying opportunities to generate income including the promotion of services available e.g. hiring community rooms
29. Ensure that the security of the Independent Living schemes is maintained by effectively managing access to schemes

General

30. Ensure that all stakeholder enquiries and correspondence are dealt with within target times and in a courteous and effective manner
31. Investigate complaints received about the Independent Living team. Support the Independent Living Manager to implement any learning from complaints
32. To maintain accurate customer and staffing records, ensuring all data held is compliant with general data protection and GDPR guidelines
33. Attend and contribute to interagency meetings, officer working groups, Tenant and Resident Groups and external agencies and liaise with other sections, directorates and outside bodies as appropriate.

34. Work collaboratively across the organisation and build and maintain effective working relationships with staff, managers, partners and other stakeholders.
35. Deputise for the Independent Living Manager in the post holders absence
36. Provide cover for other Independent Living Team Leaders in their absence
37. To assist in the project management of a variety of schemes, programmes and projects.
38. To draft reports and provide prompt and accurate statistical information as required
39. To attend emergency call outs, meetings and events as required outside of normal office hours
40. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service

Equality and Diversity

41. To be committed to the council's equality and diversity policy.
42. To be committed to providing excellent customer service.
43. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

This job is subject to a satisfactory Enhanced disclosure and barring check

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Hxx Independent Living Team Leader but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.