

WOKING BOROUGH COUNCIL JOB PROFILE



Job Description

Job Title: Independent Living Officer

Pay Grade: W2-W3

Directorate: Communities

Team: Independent Living

Reporting to: Independent Living Team Leader

Budgetary Responsibilities: Staff - £N/A

- Other Direct – £N/A
- Other Indirect – £N/A
- Total £N/A

Job Purpose:

Identify, assess, enable and provide support to elderly, disabled or vulnerable residents to enable them to live independently in their own homes as long as possible, and help to improve their health and wellbeing. Coordinate support for the residents and signpost to other agencies and the voluntary, faith and community sectors. Help residents to join activities and events in the community to improve wellbeing and reduce isolation. Assist residents being discharged from hospital to have a smooth and timely return home. Assist residents wishing to move to more appropriate accommodation for their needs where there is no family or carers to help. Provide advice on low level housing management tasks such as sign ups, termination of tenancy, rent arrears, tenancy sustainment and ASB. Work with colleagues in the extra care schemes to provide support and cover as required.

Main Tasks:

1. Carryout visits on the frequency required irrelevant of tenure to check their wellbeing and ensure all support is in place to enable them to live independently at home.
2. Ensure all visits and actions are accurately recorded in a timely manner.
3. When appropriate assist residents, including owner-occupiers, to move to more appropriate accommodation for their needs as part of the Home2Home Service.

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4. Subject to capacity, carry-out pop in visits and associated administrative tasks.
5. Help identify and support residents who are isolated involving all appropriate partners, agencies and voluntary sectors.
6. To promote and organise activities for residents in the local community, community centres, housing schemes and to encourage residents to play an active role in events.
7. To implement processes for referrals, coordination, follow up and monitoring of the service using pre-agreed methods and templates where applicable.
8. To receive all referrals, screen and arrange appointments with individuals referred to the service.
9. To work with individuals to identify behaviours that may impact on their lifestyle such as diet, motivation, social isolation, living conditions and physical activity, to encourage them to make healthier lifestyle choices and support them to identify, plan and work towards their desired outcomes and aspirations.
10. Help individuals to identify and build upon their own strengths, interests and abilities, tailoring the level of support provided to empower the individual and promote self-care.
11. To carry out Home Risk Assessments to identify any potential dangers in the home e.g. slip hazards and take appropriate action or report findings to relevant organisations/persons.
12. May be required to assist with meals delivery when required.
13. To have an awareness and knowledge of council, voluntary, community, faith and other services available locally to enable appropriate and effective signposting for individuals.
14. Refer individuals, where appropriate, to healthy lifestyle services such as befriending, weight management, mental health support, local clubs, leisure centres and voluntary activity.
15. Where a need for other intervention is identified, ensure appropriate onward referrals are undertaken and follow up to ensure the individuals' needs are being met.
16. To complete all administration and monitoring related to the service.
17. To provide regular tenancy sustainment & support visits to residents in need, across all tenure, to enable those to live independently at home as long as possible.
18. Work closely with housing to ensure tenancies are maintained including dealing with low level rent arrears.
19. To be able to advise regarding benefits available and assist in completion of applications.

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20. Assist with residents requiring help to deal with hoarding tendencies with other partners like Adult Social Care and Mental Health Agencies as appropriate.
21. Assist with the timely letting of properties by carrying out pre-vac inspections and sign ups within timescales.
22. With support from Housing attend regular estate inspections to ensure that communal areas and individual units are safe and secure ensuring compliance with fire regulations and other Health & Safety requirements.
23. Encourage resident involvement and other stakeholders in estate inspections and when considering estate improvements.
24. Manage low level ASB cases referring to Housing Manager on high level cases and potential tenancy fraud cases.
25. Report Communal repairs and work with repairs team to improve customer satisfaction.
26. Monitor communal cleaning and ground maintenance standards and report back concerns to housing manager.
27. Install Careline alarms and health monitoring equipment including visits to dispersed Careline clients as directed and regularly update the user information for the Control Centre including jontek updates.
28. To assist when required with the operation of the extra care schemes as required to include operating the extra care office which includes taking payments, assisting residents with queries, making appointments, booking transport, sign posting and welcoming guests.
29. Assist with the setting up of the extra café, serving and taking payment if required.
30. Assist with setting up and serving in the extra care dining rooms if required.

Other Responsibilities:

- To proactively contribute in the development of Woking as a Dementia Friendly Community.
- To actively champion the needs of carers in all Borough services and complete a Carers Prescription where applicable.
- To maintain effective relationships with community groups, local information and guidance services, support services, stakeholders, and partners.
- To carry out any other duties appropriate to the grade which may be required, from time to time, by the Manager.
- To be adaptable and open to change to best serve the residents of the borough.

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- Help promote and publicise all Living Well services as required which may including assisting with events, stalls etc.
- To ensure GDPR requirements are maintained at all times.
- Ensure all procedures are timely and accurately documented in shared systems as appropriate and performance is managed within the Team.
- To comply with safeguarding procedures, lone working, and risk assessments.

People Management: N/A

Service Management: N/A

Financial Responsibility: N/A

Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation T=Test

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	• Good general level of education including English & Maths GCSEs or equivalent.	E	A
	• Relevant qualification/experience in health and Social Care	D	A
	• Basic understanding on social housing	D	A

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Experience	<ul style="list-style-type: none"> • Experience of working in partnership with a wide range of organisations in the public/private and/or voluntary sector 	E	A/I
	<ul style="list-style-type: none"> • Proven track record of excellent customer service 	E	A/I
	<ul style="list-style-type: none"> • Experience of working in a support or advice/information giving role. 	E	A/I
	<ul style="list-style-type: none"> • Experience of working with vulnerable, disabled and older people. 	E	A/I
	<ul style="list-style-type: none"> • Experience of working with individuals on a one to one basis in their homes. 	E	A/I
	<ul style="list-style-type: none"> • Have a clear understanding of a person's right to choice. 	E	A/I
	<ul style="list-style-type: none"> • Ability to help people to understand their strengths and aspirations and to motivate them to make plans and set achievable personal goals. 	E	A/I
	<ul style="list-style-type: none"> • Ability to communicate effectively through all media with a wide cross section of individuals and groups, both in written form and verbally 	E	A/I
	<ul style="list-style-type: none"> • The ability to engage and build relationships with a range of stakeholders. 	E	A/I
	<ul style="list-style-type: none"> • Excellent interpersonal skills - ability to listen, empathise, motivate and be supportive, patient and respectful. 	E	A/I
	<ul style="list-style-type: none"> • Ability to influence appropriately. 	E	A/I
	<ul style="list-style-type: none"> • Excellent organisational skills 	E	A/I
	<ul style="list-style-type: none"> • Understanding of and commitment to the principles and practices of valuing diversity and equal opportunities. 		
	<ul style="list-style-type: none"> • Awareness of data protection and information sharing issues. 	E	A/I
	<ul style="list-style-type: none"> • Capable of making decisions on own 	E	A/I
	<ul style="list-style-type: none"> • Empathy and understanding of older people. 	E	A/I
	<ul style="list-style-type: none"> • Ability to work as part of a team and on own initiative. 		
	<ul style="list-style-type: none"> • Used to working with systems such as Capita & Open Housing. 	D	A/I
Special Requirements	<ul style="list-style-type: none"> • To work at/from any premise within the organisation / service area. 	E	I
	<ul style="list-style-type: none"> • Full driving licence. 	E	A
	<ul style="list-style-type: none"> • Empathy to understand tenant's issues. 	E	A/I

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Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	Yes
Disclosure and Barring Service check required?	Yes
If yes, what level?	Enhanced
Is this a Politically Restricted Post?	No
Does this role have emergency responsibilities?	No Choose an item.

Role Map

Behaviour	Level Required (1-4)
Shaping our Future	2
Leading our People	1
Delivering for our Customers	2
Making Change Happen	1
Team and Partnership Working	2
Communicating Openly	2
Performance Management	1

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LINKED GRADE DESCRIPTORS					Behaviours from Role Map						
Job Title	Team + grade	Duties/ responsibilities with reference to behaviours	Probable Qualifications	Indicative Experience	SofF	LourP	Dforour	MCH	Tand	CO	PM
Home Support Officer	W2	-Good understanding of office 365 -Work on own initiative and proactively manage visits to clients -Able to support residents with health and wellbeing related services and basic housing management needs	Good level education equivalent to at least English and Maths GCSE. Relevant qualification/ experience in health and social care or housing management	Min 2 years in local authority, health/social housing setting relevant to the post	2	1	2	1	2	2	1
Home Support Officer	W3	As above PLUS -Ability to carry out housing management functions unaided, including low level tenancy sustainment -Work effectively with partners to promote health and wellbeing services within service area -Ability to support wider colleagues with support and low level housing management queries		3+years in local authority or similar support/housing environment relevant to the post	2	2	2	2	2	2	1