



## Job Description and Person Specification

<b>Job Title</b>	<b>Independent Living Team Leader</b>
<b>Job Grade</b>	NCC grade F
<b>Reports to</b>	Independent Living Manager
<b>Direct Reports</b>	Up to 7 x Independent Living Co-ordinator
<b>Other Resources</b>	None
<b>Special Requirements</b>	This role is subject to an enhanced Disclosure and Baring Service (DBS) check, which will be periodically renewed in line with Company policy. You will be expected to take all reasonable steps to comply with this process, as well as to notify the Company of any relevant new information that would be shown on a future DBS disclosure.
<b>Role Purpose</b>	To supervise a locally based team to deliver a quality independent living service that promotes the independence health and well-being of tenants of the Independent Living schemes and neighbouring Nottingham City Council Housing Services (NCCHS) properties and ensures that regulatory and other agreed standards are maintained. To proactively work with other colleagues and agencies in order to ensure the delivery of a holistic, flexible, caring and high quality supportive and responsive service to elderly customers.
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• To ensure effective deployment, supervision and performance of independent living coordinator reports</li> <li>• To provide supervisory cover in other localities to cover the absence of other Independent Living Team Leaders</li> <li>• To be responsible for quality assurance of the work of Independent Living Coordinator reports and for training and inducting new team members</li> <li>• To undertake performance development reviews and absence management procedures of reports in line with corporate standards</li> <li>• To contribute to and promote an ethos of continuous service development within the team role modelling behaviours and standards and to ensure that team members deliver the service to the highest professional standard</li> <li>• To complete, with tenants and their families, a Tenant Profile Assessment to record their Independence profile status and will be updated on a regular basis to enable an appropriate housing assistance service to be provided in</li> </ul>



	<p>order to enhance and promote the independence of each elderly tenant.</p> <ul style="list-style-type: none"> <li>• To maintain contact with elderly tenants by home visit or telephony in order to provide them with a housing assistance service appropriate to their needs</li> <li>• To lead the provision of support to NCCHS tenants in cases of escalated and complex needs</li> <li>• To work closely with hospital discharge teams to facilitate effective discharge of tenants within schemes in the locality</li> <li>• To provide assistance to tenants when dealing with rents and benefit issues and to work proactively with NCCHS colleagues to resolve these and other housing management issues including repairs, transfers and neighbour disputes</li> <li>• To acknowledge and respond immediately to any calls received when on duty from Nottingham On Call. To answer the calls promptly, offer advice and assistance as appropriate and to inform Nottingham on Call of the outcome. To ensure that records used by Nottingham on Call are up to date.</li> <li>• To develop and maintain effective links with multi-disciplinary teams and care co-ordinators within the locality to facilitate effective care co-ordination of tenants</li> <li>• To ensure that information on the full range of services and social activities available within the locality is available and accessible to tenants</li> <li>• To be responsible for ensuring good health and safety practices are implemented in Independent Living schemes within the locality at all times. This will include ensuring any issue with regard to the security and maintenance of the schemes within the locality including grounds is reported promptly to the responsible person</li> <li>• To ensure compliance with Data Protection and safeguarding legislation and NCCHS policies on maintaining personal information and client confidentiality. To facilitate the sharing of data with other health and social care professionals with the tenant's consent where this is beneficial to the care of the individual</li> </ul>
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	<ul style="list-style-type: none"> <li>• To be responsible for responding to complaints complying with the timescales and principles of the case management system and addressing any service improvements.</li> <li>• To undertake any other duties appropriate to this post as necessary or as requested by the line manager.</li> </ul>
<b>Generic Accountabilities</b>	<ul style="list-style-type: none"> <li>• Demonstrate and promote excellent standards of customer care in the context of Nottingham City Council's Mission, Vision and Values, to uphold the NCC Equality, Diversity and Inclusion strategy and objectives and to participate in training activities necessary to your post.</li> <li>• Adherence to Standing Orders and Financial Regulations and Health and Safety standards.</li> <li>• Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through the menu of involvement for tenant involvement.</li> </ul>

Signed and agreed by the post holder..... date.....


**PERSON SPECIFICATION – Independent Living Team Leader**

Requirements	Essential – E /Desirable - D
<b>Experience and knowledge</b>	
<ul style="list-style-type: none"> <li>• Experience of maintaining tenant and scheme records, both manual and computerised providing information to relevant parties as required, including accurate recording of incidents, visits made, and actions taken.</li> <li>• Knowledge and understanding of the needs of older and vulnerable people, safeguarding and a genuine interest in promoting independence for individuals</li> <li>• Knowledge of the agencies and resources available to support older people in the community and have experience of liaison and partnership working</li> <li>• Experience of performance managing and motivating a team of support staff.</li> <li>• Understanding of financial regulations and company procedures relating to financial matters</li> <li>• Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations</li> <li>• Knowledge and experience of using IT as an analytical and management tool</li> <li>• Demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Council's Equality, Diversity and Inclusion strategy and objectives</li> <li>• Have appropriate knowledge of relevant legislation which includes Health &amp; Safety, Data Protection &amp; Freedom of Information</li> </ul>	D  E  E  E  D  E  E  E  E
<b>Skills &amp; Abilities</b>	
<ul style="list-style-type: none"> <li>• Ability to manage working relationships at all levels to ensure the efficient and effective running of the service area</li> <li>• Ability to develop and present written or verbal information in a clear and concise manner</li> <li>• A proven ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies</li> <li>• Good interpersonal skills and a proven ability to communicate effectively at all levels with a range of customers</li> <li>• Able to communicate complex or sensitive issues to a wide range of customers in a clear &amp; concise manner</li> <li>• Able to demonstrate skills to improve services and performance for our tenants and leaseholders</li> </ul>	E  E  E  E  E  D



<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>Must have full Driving Licence and access to a serviceable vehicle at all times</li> </ul>	E
<b>Behaviours</b>	
<ul style="list-style-type: none"> <li>Demonstrated self-motivation, and able to work with minimum of supervision</li> </ul>	E
<ul style="list-style-type: none"> <li>Demonstrated capacity to effectively organise and prioritise workload to ensure that tasks are completed in an efficient and timely manner</li> </ul>	E
<ul style="list-style-type: none"> <li>Highly customer focussed and able to demonstrate problem solving skills</li> </ul>	E
<ul style="list-style-type: none"> <li>Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times</li> </ul>	E
<ul style="list-style-type: none"> <li>Ability to challenge discriminatory attitudes, statements and behaviour</li> </ul>	E
<ul style="list-style-type: none"> <li>Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required</li> </ul>	E

**Author**.....

**Date**.....