



Job Description and Person Specification

Job Title	Independent Living Coordinator
Job Grade	NCC grade E
Reports to	Independent Living Coordinator Team Leader
Direct Reports	N/A
Other Resources	N/A
Special Requirements	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.
Role Purpose	<p>To work with a locally based team to promote the general well-being of tenants of the Independent Living schemes by encouraging the development of a supportive environment where social activities are promoted within the context of respecting individual privacy and independence. To provide a flexible, caring and high quality supportive and responsive service to Independent Living customers in general.</p> <p>The nature of the post is such that it requires a flexible approach to be adopted in respect of days worked and location.</p>
Key Accountabilities	<ul style="list-style-type: none"> • To work within a team of Independent Living and Activity Coordinators with joint responsibility for ensuring the wellbeing of tenants in Independent Living Schemes and neighbouring NCCHS properties and to act as the primary contact within any location as directed. • To undertake support to colleagues within the service area including undertaking visits to tenants. • To undertake home visits to tenants to ensure the health and wellbeing of individuals by recognising and identifying their needs and, when appropriate, refer to and liaise with voluntary and statutory agencies and carers. • To maintain professional and co-operative relationships with health, social services and other colleagues or families/stakeholders involved with the wellbeing of tenants. • To work with the Activity Coordinators and other community organisations to support a new approach to scheme and community-based activities which promote the independence of customers • To provide assistance to tenants when dealing with rents and benefit



	<p>issues and liaise with colleagues to resolve difficulties.</p> <ul style="list-style-type: none"> • To maintain tenant and scheme records, both manual and computerised including the creation, monitoring and review of Housing and Wellbeing Assessments; provide information as required to Nottingham On Call. To ensure that all incidents, visits made, and actions taken are recorded appropriately. • Install and test telecare alarm equipment and peripherals in Independent Living schemes and in the homes of other customers in the locality and attend to resolve faults if necessary. • To acknowledge and respond immediately to any calls received when on duty from Nottingham On Call. To answer the calls promptly and offer advice and assistance as appropriate. • To assist in the carrying out of accompanied viewings for prospective tenants and to carry out new tenant inductions. • To be responsible for managing Health & Safety in the nominated scheme and in ensuring good health and safety practices are implemented in any Independent Living scheme at all times. • To provide a professional and caring service by dealing sensitively with a diverse customer base and comply with Data Protection and safeguarding legislation and NCCHS policies on maintaining personal information and client confidentiality. • To attend training and team meetings as directed. • To be responsible for the income generated at Independent Living schemes and as directed collect monies on behalf of the Company and to ensure that this money is handled within laid down procedures and Financial Regulations. • To be responsible for responding to complaints complying with the timescales and principles of the case management system and addressing any service improvements. • To deliver on and contribute to NCCHS commitment to customer care, access to services, equality and diversity and value for money. • To undertake any other duties appropriate to this post as necessary or as requested by the line manager.
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Nottingham
City Council

Housing
Services

Signed by the postholder.....

Date.....


PERSON SPECIFICATION - Independent Living Coordinator

Requirements	Essential – E /Desirable - D
Experience and knowledge	
Experience of managing a diverse workload, working in a fast moving, pressurised environment dealing with conflicting priorities to meet specific targets and deadlines	E
Have knowledge and understanding of the needs of older and vulnerable people, safeguarding and a genuine interest in promoting independence for individuals	E
Experience of working within a team and having joint responsibility for ensuring wellbeing of tenants and being the primary contact for tenants within any location	D
Experience of undertaking home visits to tenants ensuring their health and wellbeing by recognising and identifying the needs of individuals and, when appropriate, referral to and liaise with voluntary and statutory agencies and carers	D
Experience of installing and testing telecare alarm equipment in Independent Living schemes and in the homes of other customers and attending to resolve faults	D
Experience of maintaining tenant and scheme records, both manual and computerised including the creation, monitoring and review of Housing Related Support Plans, providing information to relevant parties as required, including accurate recording of incidents, visits made, and actions taken.	E
Experience of leading in liaison with local voluntary groups, colleges, etc developing opportunities and advising on available and accessible services.	E
You will have appropriate knowledge of relevant legislation which includes Health & Safety, Data Protection & Freedom of Information	D
Skills & Abilities	
Understanding of financial regulations and company procedures relating to financial matters	D
Ability to develop and present written or verbal information in a clear and concise manner	E
Good interpersonal skills and a proven ability to communicate effectively at all levels with a range of customers	E



Able to demonstrate skills to improve services and performance for our tenants and leaseholders	D
A proven ability to represent the service by developing and maintaining effective relationships with internal and external representatives and other bodies	E
Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations	D
Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times	E
Ability to work effectively as part of a team	E
Ability to undertake home visits with tenants and leaseholders as required	E
Qualifications	
NVQ 2 or other recognised qualification involving working with vulnerable adults or willing to work towards a relevant qualification	D
Must have full driving licence and access to a serviceable vehicle at all times	E
Behaviours	
Demonstrated self-motivation, and able to work with minimum of supervision	E
Demonstrated capacity to effectively organise and prioritise workload to ensure that tasks are completed in an efficient and timely manner	E
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	E
Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCC's Equality, Diversity and Inclusion strategy and objectives	E
Ability to challenge discriminatory attitudes, statements and behaviour	E