

## **BROXTOWE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

<b>Directorate:</b>	Chief Executive Department
<b>Division:</b>	Housing
<b>Job Title:</b>	Independent Living Coordinator
<b>Grade:</b>	Grade 6
<b>Responsible to:</b>	Independent Living Team Leader
<b>Responsible for:</b>	None

**Main purpose of the job:** To be responsible for the provision of a comprehensive Independent Living Service within a defined patch area with a particular emphasis on assisting tenants to retain their independence and maintain a good quality of life.

### **Main duties and responsibilities**

1. To visit customers in their home to complete and regularly update an Independent Living Plan (ILP) and to work with families, partners and health professionals to promote independence and enhance the customer's quality of life.
2. Ensure by investigation, support, negotiation and enforcement that tenants comply with the terms of their tenancy agreement.
3. Ensure that anti-social behavior complaints are investigated thoroughly and actions are taken in accordance with policy and procedure.
4. Ensure tenancies are administered in accordance with legislation and policy.
5. To focus on trying to sustain tenancies and try to resolve scheme management problems without the need for enforcement.
6. To undertake visits to provide advice and assistance to customers and their families on housing related issues to ensure tenancy sustainment and appropriate management is taken.
7. Request and attend case conferences with other professionals and support workers to maintain customers' independence
8. Identify safeguarding issues and ensure that referrals are made to other agencies, including statutory agencies, to ensure that tenants receive the support they need or that situations that are of immediate concern are escalated accordingly in accordance with the Council's duties as a Local Authority.
9. To ensure that emergency calls and calls from the contractor monitoring the 24 hour response service are dealt with immediately. To attend to the customer as required including in emergency call out situations

10. Ensure that you provide a high quality housing management service across the schemes, ensuring a safe and secure environment for tenants. Including the following (but not limited to):
  - 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 forms
11. Work with the Activities Coordinator to support resident involvement activity within each Independent Living scheme.
12. Work with the Facilities Coordinator to ensure the Independent Living Schemes are safe and that the relevant Health and Safety regulations are adhered to including reporting any defects and repairs to ensure prompt remedial work is undertaken
13. To work with the Lifeline Coordinator to install Lifeline and other telecare services to non-Council tenant customers in their own home including attend emergency call outs from customers with the Lifeline service across the Borough as required.
14. Manage bookings for guest rooms and communal rooms, ensuring the booking procedures including taking payments are made in line with financial regulations.
15. To work proactively in partnership with other stakeholders in the local community to improve Independent Living Schemes as places to live.
16. Follow and comply with the procedures in place for the department on all housing related matters.
17. Attend tenant meetings and resident groups when required including meetings out of office hours.
18. Keep clear and concise file notes of all contact with customers and provide clear and concise written reports and chronologies for other Officers when requested alongside keeping accurate records and statistics in relation to the work of the section.
19. Carry out any other duties that are within the scope and grading of the post which could also be requested by the Line manager, Head of Service or Chief Executive.

### **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.
- The post holder will work flexibly throughout the Borough at different Independent Living Schemes.
- The post holder will provide service cover as part of a rota during business hours.

**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 Independent Living Coordinator 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.