

Role Profile

This section provides key information relating to the role

Job Title:	Independent Living Team Leader		
Post No:	RP0191	Grade:	H
Team:	Independent Living	Location:	Campus East
Responsible to:	Independent Living Service Manager		
Responsible for:	Independent Living Officers Mobile Wardens Mobile Independent Living Officers		

Overall job purpose:

Responsible for the direct delivery of a high quality and comprehensive sheltered housing service through effective management, coaching and influence to provide a high-quality customer experience for residents in the councils sheltered accommodation.

To oversee the operational delivery of the management of sheltered schemes and allocated staff to deliver a compliant and customer focused service and ensuring a high level of Health & Safety measures are provided within schemes and that all staff are trained and aware of the correct drills in emergency situations.

To oversee and coordinate the management of sheltered schemes services timely and in line with the current legislative requirements.

To ensure operational services managed deliver high satisfaction from across all managed services, ensuring performance is maximised through effective monitoring of services and activities.

To ensure that all policies, processes and working practices are in line with the current legislative and regulatory requirements and council policy, procedures and working practices and will contribute towards the operational direction and team budget setting.

To contribute to the operational direction of the service in respect of delivering excellent services across a mixed tenure client base.

Key areas of focus:

1.	Act as operational lead overseeing the delivery of high quality, efficient and compliant Independent Living Service for the council, managing the operational aspects of the service in respect of delivering its key objectives.
2.	Provide direction and guidance on case management where required, supporting staff to make confident decisions which deliver successful outcomes and working in partnership with internal departments to deliver this where required.
3.	Ensure that the services provided reflect best practice and deliver excellent customer service at all times.
4.	To work with the Independent Living Service Manager to develop and update policies and procedures as required and that these are communicated to staff and applied consistently throughout the service.

5.	Work with other services across the council to innovate in the planning and delivery of the Independent Living Service, ensuring they meet the current and future needs of existing customers.
6.	Ensure that clear escalation processes to the Neighbourhood Officers are in place to make sure that appropriate management of housing related issues are handed over.
7.	Encourage Independent Living Officer to provide social activities for their residents to maximise the use of communal halls throughout the schemes.
8.	To positively promote and develop resident involvement and community development and contribute to the council's corporate objectives.
9.	Work with internal departments to facilitate the refurbishment and redecoration programme for all the council's sheltered housing schemes communal facilities.
10.	Develop and foster effective working relationships with other departments, external partners and stakeholders to support the delivery of effective services to the customers and aid Independent Living.
11.	Lead on the day-to-day operational delivery of the council's approach to managing council sheltered schemes, ensuring the council meets its statutory duties and compliance with relevant legislation and standard relating to the service managed and implementing best practices initiatives across the service.
12.	Ensure effective communication with staff, providing updates on corporate information and consulting on operational issues as appropriate. Ensure that staff based at remote sites feel supported, engaged and part of the team. To undertake structured 121s, performance focused team meetings and clear and routine communications within the teams.
13.	Oversee the development of all team members, including identifying training requirements and encourage personal development and meet organisational and team objectives.
14.	Take every reasonable measure to ensure the health, safety and wellbeing of staff including the assessment and prevention of risks, protection of lone workers and by providing practical and emotional support.
15.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
16.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
17.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Extended formal training to A-Level or professional qualification level, or equivalent experience, knowledge and training which relates to the specific requirements of the job	x		AP
Training which has resulted in the post-holder acquiring strong technical knowledge of sheltered scheme management, support provision and legislation. Training which has resulted in the acquisition of knowledge of: • Safeguarding vulnerable children and adults • Data protection • Health and Safety	x		AP
Experience of working in Housing or Social Care	x		AP
Significant experience of working with elderly, disabled and vulnerable people within a wider community setting to encourage their social inclusion, improve their well-being, tenancy sustainment and financial resilience	x		AP/IN
Experience of managing / supervising a team	x		AP
Knowledge			
Up to date knowledge of: • Housing law • People management	x		AS/IN
Up to date knowledge of housing legislation, sector influences and regulatory standards and requirements relating to sheltered housing	x		AS/IN
Skills and abilities			
Developed numeric, analytical and decision-making skills	x		AS/IN
Proven ability to develop creative solutions to problems	x		IN

High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role	x		AS
Ability to manage difficult decisions and escalate where appropriate.	x		IN
Other attributes			
Ability to communicate effectively in a range of different situations	x		IN
Able to create effective & collaborative working relationships with customers, partner groups and stakeholders	x		AP/IN
Excellent written and verbal communication skills tailored towards a range of audiences, including preparing reports and presentations to a high standard	x		AP/AS/IN
Excellent time management and organisational skills to effectively manage a varied workload and plan workload of a team	x		AS/IN
Ability to produce, analyse and interpret information and present this information in a meaningful and understandable way	x		AS
Ability to represent the council in a range of different settings and to people at different levels, including consulting with public and other stakeholders	x		IN
Able to influence and use negotiating skills, including supporting culture change	x		IN
Full UK driving licence and access to a car	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.