

Impact Housing Association Ltd

Role Profile

JOB TITLE: Independent Living Worker	SCALE: scp 17 – 20 (ILW)
TEAM: Young People's Services Team	LOCATION: Based in Carlisle
REPORTS TO: Service Co-ordinator	DATE: January 2020

Job Purpose

Empowering residents to develop the necessary personal skills to sustain independent living, which includes managing their tenancy and financial responsibilities, making healthy choices, personal safety, positive use of social time and supporting aspirations on education, training and work.

Enabling residents to develop the confidence/skills to independently access appropriate community facilities including sustainable housing, social events, health care, partner agencies and financial advice.

Working positively with the residents to encourage lifestyle choices that enable them to maintain independence and prevent referral or involvement of other statutory services.

Listening, communicating and involving residents in the planning of services that reflect their goals and aspirations.

Key Valued Behaviours

The key Valued Behaviours for all staff throughout the Association are attached.

Key Responsibilities

1. To work with residents to develop their sense of responsibility on all aspects of tenancy management and to agree individually tailored personal plans which reflect their goals and aspirations.
2. To work effectively with residents in a way that identifies what they can do rather than what they can't and enable them to develop the skills to sustain independent living.
3. To implement risk assessments and plans which adopt a positive approach to managing risk, including risk relating to their tenancy responsibilities, rent accounts and ASB.

4. To develop and deliver a dynamic service offer that responds to changing needs and is designed and delivered in a way residents feel comfortable and happy with.
5. To work with colleagues and partner agencies to develop or access resources that complement the Positive Impact Team offer and enable people to engage at a variety of levels.
6. To develop a network of internal and external contacts that enhance the Positive Impact Team offer.
7. To work with residents to encourage them to maintain healthy lifestyles and make positive choices.
8. To work collaboratively with other agencies ensuring residents have access to services which complement those of the Positive Impact offer, respecting the contribution of the differing agencies.
9. To work effectively with partners, funders and all other agencies, developing collaborative networks and proactively promoting the service.
10. To promote the health and wellbeing of residents through community networks and the positive engagement of residents, including the organising, and where necessary, the facilitation of a variety of activities and events.
11. To adopt clear professional boundaries and positive ways of working.
12. To apply a uniquely individualised approach to enabling people to develop the skills to live independently.
13. To promote anti discriminatory and inclusive practices among team members and residents to ensure services are responsive to aspirations and individuals' requirements and are open to be enjoyed by everyone.
14. Show commitment to our performance ethos whilst recognising and responding to individual needs and aspirations within that.
15. Show commitment to continuous learning and contribute to a uniquely tailored person centred service culture.

Administration:

16. To work with residents on a variety of tenancy and housing functions to ensure effective day to day management of the service.
17. To implement the 'Rent First' culture.
18. To undertake a range of administration tasks to ensure the successful running of the service.
19. To work flexibly to respond to the needs of individuals.

20. To work in a dynamic way to meet the ever changing needs of the individual and the service.
21. To monitor and record all required evaluation and performance information for the service.
22. To assist with the development and implementation of procedures and practice to ensure a high quality service provision.
23. To use computers and IT systems as required.

General

24. To ensure internal business processes are followed in line with IHA's policies, procedures and statutory regulations.
25. To manage information and data accurately and securely, ensuring that all data protection requirements are met in accordance with IHA's policies, procedures and statutory requirements.
26. To attend and actively participate in team meetings (where appropriate), line managements, appraisals, training and Impact mandatory events. To be an active and effective member of the team.
27. To take a full and positive role in training courses as and when required, which may include responder First Aid training.
28. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
29. To co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
30. To be aware of all health & safety requirements that are relevant to your work and that are set out in Impact's Health & Safety policies and arrangements; in particular to co-operate with your manager by working in accordance with the relevant risk assessments and using the necessary control measures.
31. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of Impact's Vision and Corporate Plan, as appropriate.
32. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
33. To undertake any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

PERSON SPECIFICATION FOR INDEPENDENT LIVING WORKER, YOUNG PEOPLE’S SERVICES TEAM

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p>Practical and Intellectual Skills</p> <ul style="list-style-type: none"> • Able to work creatively to deliver a positive, quality service • Able to apply an enthusiastic, sensitive and positive approach to work – however challenging the circumstances 	<p>Essential (1) Essential (2)</p>	<p>Application Form/Interview Interview</p>
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working with people • Experience of supporting people who may have additional needs relating to their circumstances, i.e. homelessness, care leavers etc. • Experience of working alone and within a team • Able to use own initiative and deal with difficult situations 	<p>Essential (3) Essential (4) Essential (5) Essential (6)</p>	<p>Application Form/Interview Application Form/Interview Application Form/Interview Interview</p>
<p>Education/Qualifications</p> <ul style="list-style-type: none"> • Competent level of literacy and numeracy • NVQ Level 3 in Health and Social Care or equivalent • First Aid Certificate 	<p>Essential (7) Essential (8) Desirable (1)</p>	<p>Application Form Application Form Application Form</p>
<p>Other</p> <ul style="list-style-type: none"> • Ability to work flexible hours, to meet the needs of the service, including evenings, weekends and bank holidays • A willingness to travel and work from other locations as required • A willingness to undertake continuous learning/development in line with the requirements of a person centred service. • Full driving licence valid for the UK and access to a car for business purposes. 	<p>Essential (9) Essential (10) Essential (11) Desirable (2)</p>	<p>Application Form/Interview Interview Interview Application Form</p>
<p>Valued Behaviours</p> <ul style="list-style-type: none"> • See separate document attached. 	<p>Essential (12)</p>	<p>Interview</p>

Valued Behaviours

Business Focus –

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

Courageous -

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

Communication –

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

Develop your potential –

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

Customer Focussed –

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

Accountability –

- Be self-aware, acknowledging and assuming responsibility for individual actions

- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

Integrity –

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

Collaborative –

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

Equality and Diversity -

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.

February 2017