

Impact Housing Association Ltd Role Profile

JOB TITLE: Bank Independent Living Worker

SCALE: SCP 17 – 20 (ILW Scale)

TEAM: Positive Impact

LOCATION: Ambleside, Brampton, Carlisle, Kendal, Penrith & Whitehaven

REPORTS TO: Service Manager/ Service Co-ordinator - TBC

DATE:

Job Purpose

To assist in the effective management and running of the Positive Impact Service, including providing support and co-ordinating services to tenants & licensees to promote their independence, effective management of the Positive Impact buildings and tenancy/licence functions.

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

To work positively with tenants/licensees, care providers and others in the Living Well Service so that a 'preventative' ethos is maintained, avoiding the need wherever possible for referral or involvement with other statutory services.

To work collaboratively with on-site care partners in the Living Well Service ensuring a 'one team' approach is engendered in your work and among the wider team whilst at the same time respecting the boundaries of the differing roles.

To listen, communicate and involve tenants & licensees in the planning of services, maintaining a customer focused ethos.

Key Valued Behaviours

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

Key Responsibilities

1. To work effectively with tenants/licensees to support their independence in a range of ways, developing and reviewing individually tailored personal plans that meet aspirations.
2. To maintain regular contact with tenants/licensees to check wellbeing in a variety of ways, and in accordance with their personal plans.

3. To welcome and support new tenants/licensees to settle in to their new home, providing information and advice on their new home, their tenancy/licence, the scheme and the range of services on offer.
4. To promote the service to prospective tenants/licensees and other agencies including providing information and advice and signposting to other services.
5. To be involved in risk assessments and risk management adopting a positive approach to risk.
6. To be involved in the allocations and referral processes.
7. To be involved in review meetings involving other statutory and voluntary agencies and on site care partners.
8. To work effectively with partners, funders and all other service and support providers, developing collaborative networks with those agencies and proactively promoting the Positive Impact service. To seek out relevant information on services that may assist tenants/licensees.
9. To promote the health and wellbeing of tenants/licensees through community links and the active engagement of tenants/licensees, including the organising and where necessary, the facilitation of a variety of activities and events.
10. To promote customer involvement in the running of the scheme and in the local community.
11. To promote anti discriminatory and inclusive practices among team members, tenants/licensees and visitors to ensure services are responsive to aspirations and individuals requirements and are open to be enjoyed by everyone.
12. To develop and deliver a dynamic service offer that responds to changing needs of the service, the organisation and the external world.
13. To develop a network of internal and external contacts that enhance the Positive Impact Service and what it offers to tenants/licensees.
14. To encourage a welcoming and pleasant atmosphere at the scheme and to adopt an open and friendly approach to tenants/licensees whilst maintaining professional boundaries around what the service can and cannot provide.
15. Be able to work flexibly to respond to the needs of the service and of individuals

Administration

16. To undertake a variety of administration, tenancy/licence, housing and buildings management functions to ensure the effective management of the scheme and services. This will include repairs reporting, rent account management, dealing with neighbour difficulties, ensuring tenants/licensees fulfil their tenancy/licence obligations, administration of petty cash system, guest and meeting room bookings, maintaining scheme and communication diaries.

17. To undertake health, safety and security responsibilities to ensure the highest standards are maintained. This will include testing of fire alarm system and other equipment as required.
18. To ensure tenants/licensees understand and know how to use the scheme facilities including door access, emergency alarm system and actions to take in the event of a fire.
19. To respond to emergencies and summon assistance when required.
20. To monitor and record all required evaluation and performance information for the service in line with requirements.
21. To assist with the development and implementation of procedures and practice to ensure a high quality service provision.
22. To be competent in using computers and IT systems and possess a commitment to advancing knowledge and skills to keep abreast of change.

General

23. To attend team meetings where appropriate, and be an active and effective member of the team.
24. To take a full and positive role in training courses as and when required.
25. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
26. To co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
27. 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.
28. 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 Blueprint and Customer Offer, as appropriate.
29. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
30. 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, POSITIVE IMPACT 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, health 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 III in a relevant field or equivalent • First Aid Certificate 	<p>Essential (7) Desirable (1) Desirable (2)</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 (8) Essential (9) Essential (10) Desirable (3)</p>	<p>Application Form/Interview Interview Interview Application Form</p>
<p>Valued Behaviours</p> <ul style="list-style-type: none"> • Business focus • Courageous • Communication • Develop your potential • Customer focussed 	<p>Essential (11) Essential (12) Essential (13) Essential (14) Essential (15)</p>	<p>Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview</p>

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<ul style="list-style-type: none"> • Accountability • Integrity • Collaborative • Equality & Diversity 	Essential (16) Essential (17) Essential (18) Essential (19)	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview

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

Valued Behaviours

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