



Job profile

Job title: Independent Living Lead	Responsible to: Head of Neighbourhoods
Post no:	Salary grade: H
Responsible for: Neighbourhood Assistants	Behaviour level: 2 - Managers

Purpose of the job:

As Independent Living Lead, you will be the older persons champion across the business ensuring they have a voice and that services delivered provide good value for money. You will be responsible for delivering our older persons offer and lead on tenancy support matters relating to the service. You will be responsible for managing the sheltered housing budget and will manage and monitor the alarm monitoring contract.

Key accountabilities:

1. To deliver our older persons offer, ensuring customer demand analysis, scheme affordability, dementia services, and customer engagement all contribute towards the future service.
2. To coordinate the day-to-day management of our sheltered and extra care housing schemes and services to promote independent living, ensuring that customer feedback and complaints are dealt with comprehensively and within target timescales.
3. To effectively coordinate SLHs sheltered, extra care and independent living casework and to be responsible for complex matters in relation to the provision of the independent living service.
4. To effectively manage the alarm monitoring contract, ensuring the service meets customers' needs and to lead on any improvements.
5. To coordinate the sheltered scheme compliance checks ensuring all H&S actions are completed and documented to the agreed standards.

6. To coordinate the monitoring of communal area and estate contracts relating to sheltered schemes, ensuring a quality service has been delivered within the agreed timeframes.
7. To work with the Head of Neighbourhoods, you will manage the day-to-day activity of the sheltered housing budget, ensuring services provide good value for money and through the monitoring and control of expenditure.
8. To act as one of SLH's Safeguarding Leads for Safeguarding children and vulnerable adults.
9. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
10. To ensure that Health, Wellbeing and Safety policies and procedures are embedded and adhered to, to deliver effective and safe services and operations.
11. To promote Equality, Diversity and Inclusion and ensure you and colleagues work in accordance with the legislative and regulatory requirements at all times.
12. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

Person specification

Job title Independent Living Lead		
Criteria	Essential / Desirable	Method of Assessment
Qualifications		
5 GCSEs or equivalent	E	AF
Degree level qualification or equivalent through experience or qualification in a role-related subject	D	AF
Professional qualifications from CIH	D	AF
Evidence of continuous professional development (CPD)	E	AF/I
Knowledge, skills and abilities		
An understanding and developed working knowledge of computer systems including Excel, Word and Teams	E	AF
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH	E	I
Credible people management skills	D	I
Ability to organise and prioritise workload, meet deadlines, work under pressure, and handle several complex tasks simultaneously	E	AF/I
Good communicator to a wide range of audiences – written, verbal, report writing and presentation skills	E	I
Ability to represent SLH positively and build and maintain effective working relationships both internal and external to SLH, including with service users	E	AF/I
Commitment to service improvement and digitalisation of processes	E	AF/I
Ability to recognise and handle sensitive and confidential information	E	AF/I
Full Driving Licence	E	AF
Ability to work evenings/weekends on an occasional basis as and when required	E	AF/I
Knowledge of Landlord and Tenant legislation	E	AF/I/ST
Knowledge of social housing policy issues	D	AF/I
Understanding of the wider health and social care issues relating to older people	E	AF/I
Is a role model to colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I
Experience		

People management experience	D	AF/I
Experience of managing change	D	AF
Experience of partnership working	E	AF/I
Experience of effective performance management	D	AF/I
<p>Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i></p> <p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> • Genuinely care • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving 	E	I
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p>Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p>Role profile prepared by: Head of Neighbourhoods</p>		
<p>Review date: May 2024</p>		
<p>Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		