



Job Title:	Independent Living Team Leader
Grade:	Grade 7
Section:	Independent Living Team
Reports to:	Senior Independent Living Officer
Responsible for:	Extra Care Scheme Managers, Community Support Workers, Cleaners and Domestic Assistants

The Job

Is to:

- manage all community-based teams who provide and monitor housing related support services to tenants within Independent Living Schemes, and other customers across the Wakefield District, who may have fluctuating support needs. The main objective being to promote and maintain the individual's independence in their own home; and
- ensure that the level and standards of the service are maintained at a high level.

The Bigger Picture

You will:

- be part of the Connecting Care structure, representing housing, with partners in Social Care and Health and represent WDH by attending other local agency forums and meetings;
- undertake regular visits to employees based at Independent Living Schemes to make sure they are operating in line with all WDH and independent living policies and procedures, including safeguarding and emergency response procedures;
- make sure that your team liaise with appropriate colleagues at area management offices, service access points, OneCALL, Care Link and other sections regarding landlord responsibilities relating to tenancy management, estate management and antisocial behaviour and repairs, making sure that issues are dealt with and resolved effectively by the appropriate sections within WDH;
- participate in the marketing and the positive promotion of WDH and the independent living service both internally and privately in the Home Visiting Service. Provide appropriate and accurate information to direct enquiries;
- identify the need for internal decoration and refurbishment programmes in Independent Living Team and co-ordinate and order work where required;
- undertake inspections of financial records and ordering procedures maintained and carried out by Extra Care Scheme Managers, and Community Support Workers to ensure that they meet with WDH's standing orders and financial regulations;
- carrying out investigations in relation to WDH's disciplinary and personnel procedures;

- monitor and ensure that Health and Safety requirements are met in Independent Living schemes;
- assist in the development and production of a wide range of policy and procedural developments within the Independent Living service;
- issue orders for equipment and repairs within agreed spending limits;
- undertake investigations in relation to complaints made by tenants, members of the public, Board, councillors and MPs in relation to Independent Living services provided by WDH;
- chair and arrange team meetings for Independent Living employees to ensure that communications with our customers are maintained at a high level;
- assist in the delivery of the Independent Living Improvement Programme where appropriate;
- participate in the Out of Hours Standby Service for Independent Living and Care Link Users throughout the district;
- assist in delivering the recruitment and selection process for employees at all levels in Independent Living; and
- carry out any other duties as directed by the line manager which are appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- undertake management and supervision of employees in the provision of the Independent Living service;
- monitor and ensure that policies, procedures and standards in Independent Living schemes are maintained within WDH guidelines and requirements;
- ensure that cover rota arrangements are maintained at all times in Independent Living schemes managed by WDH;
- provide management with performance information when requested;
- represent WDH in line with its mission, vision and values at all times;
- be responsible for a wide range of personnel procedures i.e. monitoring annual leave, the implementation of WDH's sickness absence procedures;
- manage the assessment of potential tenants for independent living schemes, work closely with internal partners throughout the allocation process and carry out accompanied viewings where required;
- review quality of Support Plans with tenants and customers who subscribe to the independent living service;
- monitor and assess the social, health and general well being of customers, and escalate any actions accordingly in a professional manner so as to maintain the best quality of life for those concerned and provide emotional support and arrange, where necessary, other appropriate support through liaison and referrals with internal and external WDH partners;

- review of any case conference meetings in relation to customers and to participate or escalate where necessary, also liaise with relatives, any other appropriate agencies so that appropriate care and support services can be provided where necessary;
- participate in the Independent Living Standby Service as part of a rota, working across the district for business continuity and for emergency arrangements when required. This will include working outside of normal office hours, weekends, Christmas and New Year;
- help to market and promote private Home Visiting Service and any other services offered within the team and WDH as appropriate;
- make sure sufficient and appropriate social activities are arranged and facilitated by employees and tenants within independent living schemes, and to encourage the integration of the schemes into local communities, actively encourage the use of communal facilities involving other people from the local community to help with the social integration of independent living schemes into the wider community;
- conduct One to One Meetings and Appraisals for employees that report to this post and where required help with recruitment of new employees to the team;
- supervise the work of all employees employed in the schemes and to make sure that they are fully aware of all procedures and are suitably trained to be able to carry out their duties satisfactorily; and
- help in the planning and implementation of Team Plans and Independent Living Scheme Action Plans, attend and arrange patch meetings, contribute to scheme meetings and corporate seminars and attend any other meetings, as required, and assist with tenant participation and consultation.

Personal Contacts:

Internal: Tenants, WDH employees

External: Family Services, GPs, Health Visitors, voluntary organisations

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades A-C/9-4), Award, Certificate or Diploma or equivalent.	✓		AF / CQ
A qualification at level 3 of the Regulated Qualifications Framework, such as A Levels, Award, Certificate or Diploma or equivalent or willingness to work towards.		✓	AF / CQ

Determination			
Experience of meeting targets and responding to external changes.	✓		AF / I
Self-motivated and able to prioritise workloads efficiently with the ability to undertake routine tasks under pressure and meet deadlines.	✓		AF / I
Experience of problem solving, such as developing a new project or initiating a change.		✓	AF / I
Proven ability to organise, supervise and motivate other people as part of a multi-disciplinary team.		✓	AF / I

Nous			
Experience of team management / supervision and employee development within a dispersed workforce.	✓		AF / I
Experience of integrated working with external partners including social care and health.	✓		AF / I
An understanding of the housing support needs of older and vulnerable people and experience of providing or managing these services.	✓		AF / I
Ability to maintain accurate records, summarise information and produce concise reports.	✓		AF / I
An understanding of the value of involving service users in the management and delivery of services.	✓		AF / I

A demonstrable understanding of service delivery in a customer focused environment, and an understanding of the concept of customer care.	✓		AF / I
Ability to follow policies and procedures.	✓		AF / I
Ability to maintain sensitive and confidential information.	✓		AF / I
I.T literate, skilled at using PC based systems.		✓	AF / I

Attitude			
Good interpersonal skills, especially listening, negotiating and influencing.	✓		AF / I
Excellent communicator. Able to use plain language effectively, both verbally and written.	✓		AF / I
Ability to work collaboratively, to be mutually supportive and assertive in consulting with others.	✓		AF / I

Additional Requirements of the Post			
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.	✓		AF / CQ
Willingness to work flexibly to meet business needs including to provide stand-by cover on a rota basis out of office hours.	✓		I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification