



Job Description

Job Title:	Independent Living Engagement Coordinator
Grade:	5
Section:	Independent Living Team
Reports to:	Senior Care and Health Officer
Responsible for:	Not applicable

The job

Is to:

- support the Independent Living manager to develop customer engagement activities in line with the Care and Health Plan and the Independent Living Team Plan;
- ensure effective engagement strategies are delivered to Independent Living customers and provide a link to wider tenant involvement activities;
- plan and deliver an annual programme of engagement strategies suitable for Independent Living customers;
- assist in the delivery of customer engagement strategies for Independent Living employees and customers; and
- report levels of social activities and participation across the Independent Living Service and promote best practice by evidencing outcomes and effectiveness.

The Bigger Picture

You will:

- build relationships with internal and external partners to increase engagement activities for Independent Living customers;
- plan, deliver and support develop initiatives that can be rolled out across all Independent Living Schemes and ensure the seamless delivery of social activities across the service;
- provide support and advice to all Independent Living employees to enable them to facilitate and deliver activities for Independent Living customers;
- assist in ensuring customer engagement strategies are in line with the corporate Resident Involvement Policy and the Customer Experience Plan, embedding the listen, learn, act principles;
- set up consultation events for Independent Living and provide support for residents to access these events, reporting any issues to the Senior Care and Health officer and tracking progress of a resolution;
- provide support to managers in developing and maintaining successful service users groups for Care and Health ensuring membership reflects diversity and inclusion across the service area;

- recommend service development improvements to the IL Manager and contribute to the Business Planning process;
- attend regular meetings to ensure that customer engagement strategies and customer satisfaction and participation are central to the programme;
- conduct visits to employees across independent living to motivate and encourage customer active participation;
- attend progress meetings to ensure that engagement strategies and customer care standards are central to the programme;
- have an understanding of the available funding regimes and how these could compliment existing financial and budgetary strategies to maximise income and maintain viability;
- attend internal and external meetings as required both inside and outside office hours; and
- carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

Day to Day:

You will:

- be responsible for the development and training of effective ways to deliver social activities across the Independent Living service;
- independently research potential engagement opportunities for Independent Living with internal and external partners;
- build relationships with new and existing stakeholders / partners who can support and help facilitate new initiatives;
- assist in the organisation of engagement activities for the Independent Living team to ensure consistency and high standards;
- promote effective social activities across the Independent Living team and provide support / advice to employees to facilitate engagement activities;
- ensure stakeholders/partners deliver services in line with our internal policies;
- monitor activity performance and prepare written reports to the Independent Living manager, Senior Care and Health officer, Senior Independent Living officer and Business Planning officer;
- assist in monitoring overall customer satisfaction with Independent Living services, analysing information from consultations and satisfaction surveys, identifying trends and reporting findings to the Independent Living manager;
- advising tenants and residents groups of the available funding options;
- actively seek to involve individuals who may not currently be involved in the participation process; and
- have a strong commitment to providing engagement that is equal, diverse and inclusive.

Personal Contacts:

Internal: Employees at all grades.

External: Statutory and non-statutory agencies.

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 that 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 3 of the Regulated Qualifications Framework, such as A levels, Awards, Certificates or Diplomas at level 3 in a relevant subject area	✓		AF/CQ

Determination			
Successful track record working within multi agency and partnership working.	✓		AF/I
Self-motivated and able to work under pressure, prioritising own workload and meeting multiple deadlines.	✓		AF/I
Evidence of success in establishing effective performance monitoring to achieve targets and objectives.	✓		AF/I
High level of attention to detail.	✓		AF/I
Successful budget management, evaluating competing budgetary priorities.		✓	AF/I

Nous			
Housing support experience, working with service users and/or representative organisations	✓		AF/I
Experience of employee and customer engagement and promoting inclusive and diverse activities.	✓		AF/I
Understanding of how to engage with different groups of people.	✓		AF/I
An understanding of and commitment to promoting Diversity and Inclusion, both within the workplace and the community in general.	✓		AF/I
Ability to use a wide range of PC applications, with experience of Microsoft Office including Excel and PowerPoint.	✓		AF/I
Clear presentation skills, verbal and written.	✓		AF/I
Consultation and qualitative research techniques.	✓		AF/I
An understanding of the methods of engaging with stakeholders and an ability to interpret requirements	✓		AF/ I

Experience of strategic planning at section / interagency level.		✓	AF/I
Experience and detailed knowledge of working with older or vulnerable people and their daily/longer term needs.		✓	AF/I
An awareness of budget management issues, having regard for priorities and tight financial limits		✓	AF/ I

Attitude			
Evidence of delivering successful partnership working, communicating, cooperating and working effectively with other bodies, organisations and communities.	✓		AF/I
An individual who is analytical in thought, flexible in approach and delivery to address the challenges facing a front line service.	✓		AF/I
An accomplished communicator, negotiator and motivator.	✓		AF/I
Enabling, participative approach to working with others.	✓		AF/I

Additional Requirements of the Role			
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the district and to other locations as required.	✓		AF/CQ
The post holder may be required to work outside normal office hours on occasion.	✓		I

Key

AF - Application Form

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

CQ - Certificate of Qualification