JOB DESCRIPTION

**Housing and Communities**

**Housing Management**

**Post Title: Independent Senior Living Officer (ISL)**

**Post No:**

**Grade: 6**

**Reporting to:** **Senior Housing Officer (ISL)**

**Section: Housing Management**

## 1. Job Purpose & Objectives

To manage and supervise the Council’s Independent Senior Living accommodation including Category 1 and 2 accommodation as well as 2½ Extra Care accommodation.

To create a secure and reassuring atmosphere for vulnerable tenants residing in Category 2 and 2½ accommodation to provide support to those tenants living in Category 1 accommodation.

Ensure that the appropriate support and care services are provided to enable tenants to live independently.

To provide essential services to elderly tenants that are integral to the council’s strategic objective in sustaining independent living and reducing the demand for residential care facilities.

To provide advice to tenants and their families on all aspects of independent senior living.

## 2. Main Duties & Responsibilities

To help identify care and support needs of tenants and assist them in obtaining assessments and accessing care packages.

To make referrals to other teams and agencies such as Social Services and Community Mental Health teams and to attend and participate in case conferences and meetings as required.

To identify and monitor potential abuse of vulnerable tenants and to take steps in accordance with the Council’s safeguarding policy.

To maintain up-to-date records for all tenants and to ensure that Tenant Emergency Information and other information is passed to Central Control when there is a change is a tenant’s circumstances.

To maintain records of all contact with tenants regarding tenancy issues or support needs on Tenant Emergency Information sheets or Northgate Housing system. To monitor admission & discharge of residents from hospital.

To promote and oversee the installation and programming of equipment that will assist tenants to live independently in their own homes and to explain the operation and usage of any equipment connected to central control, in order that tenants utilise the service effectively. To test emergency pendants monthly.

To manage and provide support to residents in emergency situations including injury, medical emergencies, lockouts and breakdown in service delivery e.g. power cuts affecting lifts.

To provide support and encouragement to tenants to organise social events for other tenants living in Independent Senior Living.

To deal with situations where tenants may have passed away and to respond to a death by notifying the coroner, GP and next of kin. To provide assistance and support to families when dealing with the death of a tenant.

To assist the Income Management team with the recovery of low level rent arrears through telephone calls, visits to tenants and assisting with benefit queries.

To deal with complaints of anti-social behaviour in accordance with the Councils anti-social behaviour procedure and to support and encourage initiatives to reduce crime and anti-social behaviour.

To advise and support the Housing Officer in enforcing tenancy conditions and assist tenants with maintaining their tenancies with help from outside agencies when required.

To notify the Housing Officer of any vacant properties and to assist in implementing the Council’s Empty Homes Procedure.

To offer advice to residents when terminating tenancies, to advise on liability to pay rent and cessation of housing benefit.

To carry out scheme and workplace inspections within all Independent Senior Living accommodation and to action any issues identified including reporting and monitoring of general repairs as required including untaxed and abandoned vehicles, fly-tipping, graffiti and any issues regarding the cleaning and maintenance of communal areas.

To comply with the Council’s policies and procedures for Health & Safety at work by checking system fire panel and making sure all fire exits are clear of obstruction and that signage and firefighting equipment is appropriate and in place.

To record all accidents, injuries or near misses involving tenants, staff or visitors on the Council’s Assure system.

To maintain a record of all matters relating to the management of all communal areas and facilities within Independent Senior Living.

To be responsible for ensuring the cleanliness of the communal areas between visits by cleaners. To monitor maintenance of the garden and any other contractors – e.g. Window cleaners and in - house cleaning team.

To liaise with the Building Maintenance team and contractors to ensure communal repairs and improvements are completed satisfactorily.

To be responsible for the management of scheme keys including the master keys and key safe codes for all Independent Senior accommodation and to provide replacement of key fobs to tenants, their families and carers.

To be responsible for managing guest room bookings and to deal with money collected in accordance with the Council’s Cash Handling Procedures.

To collect and account for money for T.V licences and key/fob replacements and that this is dealt with in accordance with the Council’s Cash Handling procedures.

To ensure that the necessary equipment and cleaning materials are available on each scheme and that orders for new equipment and materials are made through the Admin team.

To monitor and assess via the security camera and door entry system that all visitors are legitimate and do not pose a threat to tenants and to check ID as necessary.

To provide new members of staff with support and guidance on procedures and day to day tasks.

## 3. Supervisory / Managerial responsibility

To assist in the training of new staff

## 4. Communication/Contacts

## Liaise with other sections of the Council (Housing Solutions, Public Protection, Housing Benefits, Social Services) & agencies outside the Council – CAB, Police.

Communication with contractors and suppliers of goods

## Frequent contact with tenants.

Contact with Councillors

## 5. Career/Salary Progression linked to this post

## Not appropriate.

## 6. Additional Information

## *NB: The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Business Unit Head or nominated representative (in consultation with the postholder) to reflect the changing work composition of the business.*

This is an outline job description only and the post holder will be expected to undertake the duties commensurate within the range and grade of the post or any lesser duties as directed by the Head of Business Unit.