



Independent Living Team Leader

Level:	Grade 7
Team:	Independent Living
Line Manager:	Senior Independent Living Officer
Responsible for:	Extra Care Scheme Managers, Community Support Workers, Cleaners and Domestic Assistants

About the Job

- Manage all community-based teams who provide and monitor housing related support services to tenants within Independent Living Schemes, and other customers across Vico Homes operating area. who may have fluctuating support needs. These services support customers with varying and sometimes fluctuating needs, with the primary goal of promoting and maintaining their independence within their own homes.

You'll be trusted to

- Undertake regular visits to colleagues based at Independent Living Schemes to make sure they are operating in line with all Vico Homes and independent living policies and procedures, including safeguarding and emergency response procedures.
- Ensure that your team liaise with appropriate colleagues at area management offices, service access points, Customer Experience, 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 Vico Homes.
- Participate in the marketing and the positive promotion of Vico Homes and the independent living service both internally and privately in the Home Visiting Service.
- 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 Vico Homes's standing orders and financial regulations.
- 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 Vico Homes.
- Assist in the delivery of the Independent Living Improvement Programme where appropriate.
- Undertake management and supervision of colleagues in the provision of the Independent Living service.
- Monitor and ensure that policies, procedures and standards in Independent Living schemes are maintained within Vico Homes guidelines and requirements.

- Ensure that cover rota arrangements are maintained at all times in Independent Living schemes managed by Vico Homes.
- Provide management with performance information when requested.
- Be responsible for a wide range of personnel procedures i.e. Monitoring annual leave, the implementation of Vico Homes'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 wellbeing of customers, and escalate any actions accordingly in a professional manner 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 Vico Homes 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.
- Help to market and promote private Home Visiting Service and any other services offered within the team and Vico Homes 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.
- 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.
- Participate in the Out of Hours Standby Service for Independent Living and Care Link Users throughout the district.
- 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.
- Carry out any other duties as directed by the line manager which are appropriate to the grade and overall purpose of the job.

Who you'll work with:

Internal: Customers, Vico Homes employees

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

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



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.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
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
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 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

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
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
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
Valid UK driving licence with daily access to a vehicle in order to travel throughout the Vico Homes operating area 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
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
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
I.T literate, skilled at using PC based systems.		✓	AF / I

Key

AF - Application Form

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

CQ - Certificate of Qualification