

	<b>Job Description</b> <b>Relief Independent Living Advisor</b>	
	Document Owner: Head of Group HR Services	Document No: HROD-JD- ISLHCR

Version No	Revision Date	Reason for Revision
001	October 2017	Initial Version

<b>Directorate:</b> Customer Services	<b>Grade:</b> Band C
<b>Division:</b> Independent & Supported Living	<b>Job Evaluation Number</b> A3049
<b>Reports To:</b> Homecall Team Leader	<b>Responsible For:</b> NA

#### **Job Purpose:**

To provide a 24 hour response and support service to customers in their own homes enabling safe and secure independent living.

To provide advice, information and support in assessing customer needs and identifying additional services to sustain independent living.

To promote Independent Living Services to a range of organisations, customers, family members and carers.

#### **Main Duties and Key Result Areas:**

- To participate in the provision of a 24 hour emergency response and support service delivered through the HomeCall infrastructure.
- To respond to emergency situations effectively and efficiently whilst prioritising the welfare of customers.
- To support the management and maintenance of the HomeCall infrastructure by:
  - Installing and removing equipment and sensors
  - Testing equipment and carrying out basic maintenance checks
  - Programming equipment to meet individual customer needs
  - Delivering training and information about the use and functionality of equipment
- To manage and maintain personal customer information and data and liaise effectively with colleagues in the Homecall team in accordance with procedures and systems.
- To take a person-centred approach in supporting customers to identify needs and solutions, including referral and signposting to additional services.
- To support the promotion and publicity of the range of services available through Independent & Supported Living to:
  - Customers (existing and new)
  - Family members and friends
  - Carers

	<b>Job Description</b> <b>Relief Independent Living Advisor</b>	
	Document Owner: Head of Group HR Services	Document No: HROD-JD- ISLHCR

<ul style="list-style-type: none"> <li>○ Professionals (e.g. GP's, Social Workers, Health Visitors)</li> <li>○ Community groups, organisations and agencies</li> <li>● To participate in the delivery of services provided directly by HomeCall Independent Living (e.g. social, leisure and practical support) as they develop.</li> <li>● To work effectively with partner organisations providing services (e.g. personal care).</li> <li>● To work effectively with colleagues from other service areas (e.g. Rent &amp; Income Management and Housing Offices).</li> <li>● Take a solution-led approach to identifying problems and issues that are affecting customers' ability to live and sustain independent living.</li> <li>● To form and develop excellent relationships with existing and new customers, family members and carers.</li> </ul>
---

<b><u>Dimensions:</u></b> <b>Management responsibility</b> No management responsibility. <b>Finance responsibility</b> No finance responsibility <b>Resource responsibility</b> Responsibility for information
--

<b><u>Environment:</u></b> ALL employees will be expected to:- <ul style="list-style-type: none"> <li>● Live the Company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved.</li> <li>● Be committed to diversity and inclusion of all.</li> <li>● Contribute to development of and strive to meet departmental, team and individual targets.</li> <li>● Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.</li> <li>● Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.</li> <li>● Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.</li> <li>● Promote value for money and continuous improvement within the service area.</li> <li>● Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences</li> </ul>
---

Version: 01	Issue Date: October 2017	Page 2 of 5
<b>UNCONTROLLED COPY WHEN PRINTED</b>		
Last Printed 26/01/2018 14:39:00		

	<b>Job Description</b> <b>Relief Independent Living Advisor</b>	
	Document Owner: Head of Group HR Services	Document No: HROD-JD- ISLHCR

Managers of staff will also be expected to:-

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that staff attend identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Ensure compliance with Health & Safety legislation, policy and procedure; for example, completion of Risk Assessments/ Method Statements and Accident Investigations, ensure the correct number of First Aiders are in the team and promote compliance with mandatory training requirements.
- Effectively manage physical, human and financial resources allocated as your responsibility.
- Accept and exercise responsibilities identified in Company policies and procedures, particularly for compliance with health and safety.

Signed: ..... Date: .....

Print Name: .....

Attribute	Detail	Criteria		How Identified				Score
		Essential	Desirable	Application Form	Interview	References	Test	
<b>Skills/Abilities</b>	Ability to provide support to and work with older and vulnerable people including families and carers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Able to use assessment tools to identify customer needs and requirements to support independent living	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Ability to be proactive in promoting services to support Independent living	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Excellent communication and data management skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Able to manage and deal with difficult and challenging situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Ability to work with assistive technology equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Ability to use initiative and prioritise workload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>Knowledge</b>	Knowledge of housing, health and social care issues relating to independent living	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Knowledge of the Independent Living Service model	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>Experience</b>	Experience of working within a housing support, health or social care environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Experience of working with vulnerable and older people including their families and carers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Experience of working and liaising with external partners and agencies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Customer service experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



## Person Specification HomeCall Responder

Document Owner:  
Head of Human Resources & Organisational  
Development

Document No: HROD-JD-HOILA

Attribute	Detail	Criteria		How Identified					Score
		Essential	Desirable	Application Form	Interview	References	Test		
Qualifications	Good standard of education (NVQ level 2/GCSE's or equivalent) or exempting experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Personal Attributes/ Circumstances	Flexible and open to change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Professional and customer orientated approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Effective team worker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Committed to inclusion, equality and diversity	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Aligned to the aims and values of the Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Committed to Personal and Professional Development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Proactive and committed to continuous improvement in service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		