

Job Title	Independent Living Advisor	Location	Various	Job Family		Grade	
Reports to	Independent Living Manager	Designation	Field	Care & Support		B5	
Overall Purpose: Provide an intensive housing management service to Guinness sheltered housing customers.							
Responsibilities & Outcomes		Skills / Experience		General Role Expectations			
Key Responsibilities: <ul style="list-style-type: none"> Develop successful customer relationships and provide a quality customer service which reflects our Guinness service style, warm and friendly, make things easy and get things done. Assist prospective customers to view properties, explain services and assist new customers to settle into their accommodation. Assist in tenancy management matters; ensuring existing and new customers understand their rights and responsibilities in accordance with their tenancy agreement. Provide assistance to access correct housing benefit assistance or financial advice to pay rent/service charges. Carry out periodic site inspections and tests to ensure scheme is fully operational, Health and Safety compliant, including the completion of appropriate risk assessments and fit for use including lifts and communal areas. Be responsible for monitoring the quality of contractors providing services on scheme (services paid for via service charges such as grounds maintenance, window cleaning, laundry). Develop and maintain good working relationships with other colleagues across Guinness to ensure a seamless service is delivered to customers around the general management, maintenance and security of the scheme. Respond and report any evidence of on-going disputes amongst customers. Complete referrals for assistive technology, aids and adaptations which will help to maintain customer independence. Respond to any emergencies that have been raised through Guinness housing colleagues. Key Outcomes: <ul style="list-style-type: none"> Customers are satisfied that the service provided reflects our Guinness service style. Customers understand how to use the door entry system, intercom communications system and emergency procedures. Detailed, accurate and timely scheme records are maintained including emergency contacts/ related information and copies of all correspondence regarding the delivery of the service. Compliance with the organisations Code of Conduct and all regulatory requirements. Achievement of personal and organisational objectives set. 		Essential: <ul style="list-style-type: none"> Previous experience of working with the elderly and proven ability to foster a spirit of co-operation and sense of independence within this group. Demonstrable commitment to Equality and Diversity. Ability to adapt communication style to suit individual needs or when explaining technical information. Previous experience of carrying out administrative work including numeracy work. Ability to work on own initiative and as part of a team. Good oral and written communications. Good knowledge of Microsoft Office. Demonstrates the Guinness Behaviors. Desirable: <ul style="list-style-type: none"> Up to date working knowledge of Housing Benefit. Experience in dealing with bereavement and loss. An understanding of both housing management and support services. 		<p><i>This is the description of the Band B performance levels within the Guinness banding framework. Individual requirements may be higher or lower, though overall the role falls within Band B.</i></p> People Skills <ul style="list-style-type: none"> Works constructively and supportively as a team member and with people from different backgrounds. Gives support to others and understands own responsibility as a team member and how own behaviour can influence others in the team. Builds relationships with colleagues both in own area of activity and in the wider organisation. Interprets requests for information, uses questions to identify needs and responds appropriately within established guidelines. Listens to others and adapts behaviour to respond to communication barriers generated by difference. Produces standard documentation/records and drafts internal written communications e.g. e- mails. Planning & Achieving Results <ul style="list-style-type: none"> Plans on a short-term basis (over several days). Organises own work and prioritises non- routine tasks according to their importance using available resources. Is subject to general supervision. Customer Service <ul style="list-style-type: none"> Regularly adapts the way in which work is performed to meet customer circumstances and needs, understanding that people have different ways of reacting to problems. Corrects customer problems promptly and follows up to ensure that the service delivered meets the needs of the customer. May support external customers with simple problems. Problem solving and decision-making <ul style="list-style-type: none"> Problems may involve a number of factors that need to be broken down into tasks or activities in order to solve them. Follows a set procedure for handling problems and keeps others informed. Analyses a range of available information to resolve issues or reach decisions. Immediate guidance is not always to hand. Knowledge, skills and experience (Technical Knowledge) <ul style="list-style-type: none"> Work requires some technical training or experience. Expected to hold NVQ Level 2 and be working towards NVQ level 3. 			
		Qualifications					
		Essential: <ul style="list-style-type: none"> Appropriate professional or vocational qualification. 					
		Other					
		Driving Licence Required	Yes				
		Mobile working required	Yes				
		Evening and weekend working required	Yes				
		Other					

You are also required to undertake any other duties within your capabilities as may be reasonably required.