Job Title	Independent Living Advisor	Location	Various	Job Family	Grade
Reports to	Independent Living Manager	Designation	Field	Support	B4

Overall Purpose: Provide an intensive housing management service to Guinness housing for residents over the age of 55

Responsibilities & Outcomes

- Provide first point of contact resolution for enhanced housing management enquiries across multiple sites within a region, received via multiple channels (phone, email, letter, CRM) in the Guinness Great Service style.
- Assist prospective residents to view properties, explain services and assist new residents to settle into their accommodation.
- Assist in tenancy management matters; ensuring existing and new residents 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 by signposting to other teams at Guinness and answering basic queries where possible
- 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 residents around the general management, maintenance and security of the scheme.
- Respond to resident needs including, but not limited to, reporting any evidence of on-going disputes amongst residents, responding to emergencies and completing referrals for assistive technology, aids and adaptations which will help to maintain customer independence.
- Support the protection and safety of applicants and residents by identifying safeguarding concerns and following the safeguarding procedures, making appropriate referrals.

Key Outcomes:

- Residents are satisfied that the service provided reflects our Guinness service style.
- Residents understand how to use digital t systems in an emergency and emergency procedures.
- Detailed, accurate and timely records are kept and maintained using CRM and NEC including emergency contacts and reasonable adjustments are captured to ensure delivery of the service.
- Compliance with the Guinness Behaviours and all regulatory requirements.
- Achievement of personal and organisational objectives set.

Skills / Experience

Essential:

- Previous experience of working with diverse or vulnerable people and the ability to foster a spirit of co-operation and sense of independence within this group.
- Demonstrable ability to effectively manage challenging behaviours and complex situations
- 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 and accurate record keeping.
- Ability to think proactively
- Ability to work on own initiative and as part of a team.
- Good oral and written communications.
- Demonstrable data literacy, including knowledge of Microsoft Office and use of IT systems.
- Demonstrates the Guinness Behaviors.

Desirable:

- Up to date experience of working in a Social Housing setting Experience in dealing with complex resident needs
- An understanding of both housing management and support services.

Qualifications

Essential:

- Appropriate professional or vocational qualification.

Other

Driving Licence Required	Yes
Mobile working required	Yes
Evening and weekend working required	Yes
Attendance at regional / national office locations for meetings	Some

General Role Expectations

This is the description of the Band B performance levels within the Guinness banding framework. There may be some roles where the individual requirements are higher or lower, though overall the role falls within Band B

People Skills:

- 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:

- 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:

- 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:

- 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):

- Work requires some technical training or experience. Expected to hold NVQ Level 2 and be working towards NVQ level 3

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