

Independent Living Team Leader

Within the Independent Living Service



SALARY

Up to £33,000

RESPONSIBLE FOR

Senior Independent Living Officer
Specialist Independent Living Officer
Independent Living Officers
Independent Living Assistants
Apprentice Independent Living Assistant

RESPONSIBLE TO

Head of Independent Living

CORE PURPOSE

To meet the service objectives of empowering wellbeing and independence for customers

The Independent Living Team Leader's key priority is to manage a combined office/dispersed team providing a service to customers whose needs range from low to those with complexities facing multiple exclusion requiring intensive, personalised, trauma informed support.

You will also ensure high quality, cutting-edge housing management and support services are delivered to older people, disabled people and their carers' resident within Stockport Homes' Group (SHG) properties and within the wider community to promote independent living.

Extensive experience dealing with a range of customer and staff management issues including complaints and challenging situations is essential to be successful in this role.

Key priorities for this role will include ensuring a varied programme of activities and events for older people alongside close liaison with our development team and key partners to ensure our portfolio of new build specialist housing and support services for older and vulnerable customers meets current and future needs.



PENSION

Access to a Social Housing Pension scheme (SHPS)



GENEROUS ANNUAL LEAVE ENTITLEMENT

25 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



WELLBEING

Take part in a range of activities to maximise your physical and psychological fitness



EMPLOYEE ASSISTANCE PROGRAMME

Access to a wide range of discounts to provide savings on food and shopping



WORK PATTERN

Full Time 37 hours

RESPONSIBILITIES *the Independent Team Leader will...*

- ✓ Recruit, guide, coach, manage and motivate staff within the team in order to support them in developing their full potential and maximising their contributions to service outcomes.
- ✓ Take the lead in managing staffing issues within the team such as absence, performance and disciplinarys.
- ✓ Deliver a comprehensive housing management and support service to tenants living within Stockport Homes' properties to promote independent living.
- ✓ Ensure compliance with the requirements of relevant contracts and Service Level Agreements and KPIs are achieved.
- ✓ Liaise effectively with internal departments, partner organisations and the wider Voluntary and Community Sector organisations to help deliver successful outcomes for the service.
- ✓ Ensure all records are maintained accurately and securely and that strict confidentiality is maintained in line with GDPR.
- ✓ Act as a Safeguarding champion for the service providing coaching as required
- ✓ Identify, manage and mitigate risk in the area of operation and contribute to SHL's Risk Management Strategy as appropriate.
- ✓ Assist and encourage engagement with customers enabling them to inform decision making in relation to the services they receive at both a local level and from Stockport Homes.
- ✓ Deliver excellent services and continually seek ways to achieve efficiencies by effective budget management and innovation in delivery.
- ✓ Ensure the provision of flexible support and cover for colleagues in times of absence.
- ✓ Deputise for the Head of Independent Living as required.

STRENGTHS *the Click here to enter text. will deliver key responsibilities by...*

- ✓ Using your excellent people management and problem solving skills to achieve successful outcomes for customers
- ✓ Building on your existing Housing Management and support experience
- ✓ Understanding the needs of vulnerable customers
- ✓ Being highly organised and self-motivated with the ability to work effectively without direct supervision
- ✓ Being highly resilient capable of working well under pressure and with difficult situations
- ✓ Prioritising and scheduling own workload and that of the wider team, motivating and developing the team to deliver business outcomes
- ✓ Identifying, recommending and implementing improvements to the service incorporating appropriate use of digital initiatives.
- ✓ Being professional and value led with integrity, inclusivity and respect for diversity.
- ✓ Making use of your excellent verbal and written communication skills to include for example producing reports and contributing to bid submissions.
- ✓ Utilising your range of IT skills including Microsoft Office, Outlook, Excel and PowerPoint. Being proficient in the use of "in house" systems

REQUIREMENTS *the Independent Living Team Leader must have...*

- ✓ Experience of managing and motivating a dispersed team of lone workers to ensure high engagement levels alongside achieving customer outcomes within deadlines
- ✓ Extensive housing management and support experience to ensure SHL sheltered, Extra Care and Supported housing developments are managed effectively
- ✓ Innovation in your approach, making recommendations for improvements to ensure the highest standards are always achieved.
- ✓ Ability to work flexibly to be available to attend meetings/events outside of normal working hours understanding that due to the nature of the service there may be occasional on call requirements.
- ✓ Access to a vehicle for work and hold a full driving licence.
- ✓ Maintain confidentiality, keep promises and honour commitments.
- ✓ A practical understanding of Health and Safety to ensure SHG Policies and Procedures are adhered to resulting in compliance with legal requirements and industry regulations.
- ✓ Effective project management skills with a proven successful project management background.
- ✓ A demonstrable value driven approach to work in accordance with our values as outlined below.
- ✓ A strong work ethic making every effort to maintain a high level of attendance.
- ✓ Effective resource management skills, taking a value for money approach and working in accordance with SHL policies & procedures.

VALUES *the Independent Living Team Leader will role model core values through....*

Ambition

We have the ambition & courage to challenge, translating this into commercial success & brilliant outcomes for customers

Social

Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional

