

# Independent Living Officer

Reports to: Housing Manager - Independent Living.

## The part I play at Flagship Group to help solve the housing crisis in the East of England is:

To provide an on-site service to customers living within our sheltered schemes, complementing the core service delivered by the wider housing teams. I will be present to welcome new customers moving into the scheme, provide information about the scheme, and access to assistive technology. I will be on hand to assist customers with questions about their home or tenancy, signposting to other teams or organisations where appropriate. I can identify safeguarding concerns, health and safety issues and hazards within the scheme and manage these in line with Flagship's policies and procedures.

Day to day I will ensure the smooth running of the scheme, reporting issues as required. I am responsible for collecting and updating information about customers to help with the management of their welfare and tenancy, identifying where further support is needed (for example aids and adaptations). I will ensure customer data is accurate and shared with our relevant partners to provide a seamless delivery of our services.

I support my Housing Manager - Independent Living with our vision of solving the housing crisis in the East of England and the delivery of the Independent Living Service. I hold good knowledge of the local area and display a passion for ensuring our customers' experience of living at the scheme is positive. I will promote tenant participation at the scheme, follow up on any issues arising and ensure our customers' views are considered.

### My skills and experience include:

Excellent customer service and communication skills including record keeping.

Knowledge of issues affecting older communities and where to find support.

Ability to prioritise, organise and problem solve.

Previous experience in a sheltered scheme setting including some experience of housing.

The required qualifications for my role are to be educated to GCSE standard, or equivalent.

I hold a full UK driving license.

### The skills I will develop include:

Knowledge of social housing and related issues.

Working with customers, helping them shape their experiences.

Building on existing knowledge of relevant support agencies and services.

I will continue to develop and maintain relationships with internal teams and external partner agencies.

