**Independent Living Manager**

**Role Purpose**

To ensure extra care and independent living housing schemes are run effectively, remain safe and secure and are vibrant.

To provide a high-quality housing related support service to older and vulnerable tenants.

Build effective relationships with STH colleagues and partner agencies to ensure services are integrated and meet the needs of tenants.

**As a STH colleague you will:**

Work collaboratively with colleagues and partners to embed a One Team approach, ensuring that we work together effectively to deliver brilliant services every day.

Value diversity and promote equal opportunities and inclusion.

Ensure the quality standards and performance measures applying to your work are met.

Maintain a safe environment by working within health and safety guidelines and being aware of your responsibilities for health and safety.

Plan your workloads ensuring you contribute to your team and meet your individual performance targets.

Role model our values. Act as an ambassador for STH and promote the organisation and its services

Act in accordance with statutory and regulatory requirement and follow STH policies and procedures

Undertake any other duties and tasks as may reasonably be required.

**As a Independent Living Manager you will:**

Ensure extra care and independent living schemes are run effectively, remain safe and secure and are vibrant.

Provide high quality housing related support to tenants living in extra care and independent living housing schemes, ensuring appropriate advice and information is given in relation to tenancy, housing and scheme management issues. Deal with enquiries, complaints and disputes and take remedial action, as required.

Work collaboratively with onsite care providers and health professionals to ensure services are integrated and meet the needs of tenants. Investigate, monitor, signpost and refer any vulnerability issues and safeguarding concerns. Attend multi-agency meetings and take responsibility for delegated actions, as appropriate.

Maintain a high profile and act as a main point of contact for tenants, family members, partner agencies and other stakeholders. Advocate on behalf of tenants, offer support and signpost as appropriate to ensure tenants are able to maintain their tenancy and access services and opportunities which enhance their well-being and independence.

Monitor service contracts and agreements to ensure cleaning, ground maintenance and building standards are maintained. Report service failures, potential hazards and risks to prevent accidents and incidents, as appropriate. Complete regular fire alarm tests and other building checks, including in individual scheme properties, in line with agreed monitoring arrangements.

Monitor the bistro and salon licenses and report any issues of compliance.

Investigate and seek to resolve complaints of anti-social behaviour, neighbour disputes and other tenancy breaches in line with procedures and in liaison with partner agencies, as appropriate. Agree remedial actions, monitor compliance and take further action, as required.

Prepare and submit all necessary legal paperwork in accordance with relevant protocols and legislation.

Contribute to the monitoring of schemes budgets and income.

Show potential customers around the schemes; give advice and assistance to new tenants on the services provided by Six Town Housing, the Council and other agencies. Investigate any vulnerability issues and arrange for appropriate support to be provided.

Attend and contribute to the allocations panel and ensure lettings are carried out in accordance with the Council’s Allocations and Local Lettings Policy. Undertake viewings, and sign-up new tenants, ensuring they understand their rights and responsibilities, feel welcomed and are supported to settle into their new home.

Work collaboratively with STH colleagues, Bury Council and other stakeholders to ensure schemes are promoted and empty properties are advertised and let with minimum delay.

Investigate, approve and process changes to tenancy conditions, including facilitating mutual exchanges and arranging decants, as appropriate.

Collaborate and work in partnership with STH colleagues and partner agencies to deliver community activities, consultation exercises and neighbourhood initiatives.

Keep up to date customer data and maintain contact with relatives to encourage engagement with the extra care scheme and to keep them informed of concerns relating to a resident.

Ensure housing management systems are updated with accurate tenant information and quality notes where required.

**You Are:**

* An experienced housing professional with a working knowledge of supported housing and tenancy management services.
* Passionate about our customers and always act with them in mind.
* Great at building and maintaining relationships.
* Driven and inspired by our Values.
* Resilient, accept uncertainty and change, with the ability to adapt to fluctuating workloads, situations and conflicting demands.
* Able to deliver outstanding performance and meet challenging deadlines.
* An excellent communicator and great at collaboration with internal and external partners.
* Happy to work in an agile way.
* Able to make swift and sound decisions, even difficult ones, without reference to others in the best interest of the company and our customers.
* Knowledgeable on relevant legislation and regulation.
* Passionate about yours and others health and safety
* Self-motivated, with the ability to manage your own workload, focus on what is important to achieve goals and resolve competing priorities, in a timely manner.
* Ability to identify and manage potential risks, when working alone.
* Ability to analyse information and draw sound conclusions to complex problems based on a mixture of logic, knowledge, experience and judgement.