



Social Services Directorate

Post Title	Independent Living Officer		
Post Number		Grade	7
Base	Agile	Hours of Work	37
Car User Allowance		Disclosure	Enhanced
Contact	Donna Mahoney	Updated	May 2013

Principal Job Purpose

Responsible to: Team Manager

Responsible for: Ensuring Blaenau Gwent County Borough Council delivers an effective and efficient Independent Living service in line with the Living Independently in Blaenau Gwent in the 21st Century strategy.

Independent Living Officers are expected to support and motivate staff to deliver a personalised service, in partnership with service users. They are responsible for ensuring the service enables individuals to maximise their independence, achieve their agreed outcomes and meet CSSIW domiciliary care standards.

Principal Accountabilities

1. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
2. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
3. To ensure compliance with CSSIW Standards and Regulations.
4. To understand and implement Blaenau Gwent County Borough Council's Policies.
5. To provide information, advice and support to service users and their families, relating to the provision of the Home Care Service
6. In partnership with service users and staff, to oversee and continually monitor service provision, ensuring the principles of independence are achieved.

7. To ensure all risk assessments are carried out in relation to both carer and service users and that the assessment are regularly checked and updated where necessary.
8. To take a multi-disciplinary approach to case management and attend case conferences/joint reviews. To work with Care management staff to identify, deliver and monitor appropriate support plans that reflect individual service users' outcomes.
9. To identify and co-ordinate the involvement of specialist services such as District Nurse; Therapy staff; Continence Advisor; Community Psychiatric Nurse; Housing staff; social worker etc, where appropriate for the service user.
10. To review the effectiveness of support with the service user and staff, in meeting the agreed outcomes, ensuring staff act in a respectful and compassionate manner at all times.
11. To promote and maintain a safe working environment for both staff and service users. Be aware of and implement the Protection of Vulnerable Adults policies and procedures, taking the appropriate action where safeguarding concerns have been identified.
12. To monitor and supervise support staff; to undertake annual appraisal and performance coaching with staff, where appropriate.
13. To ensure staff successfully completes induction training in line with the Social Care Induction Training and the Code of Conduct adopted by Blaenau Gwent Social Service Department and that appropriate probationary reports are completed.
14. To be responsible for effective communication with carers through team meetings; one to one support and group learning opportunities, in order to ensure effective feedback from staff and continuous improvement of the service.
15. To attend mandatory supervision and Performance Reviews with Assistant Team Manager and attend Team Meetings.
16. To be competent in using IT skills as a means of communication (emails), record keeping (Care Free, DRAIG;) and report writing.
17. To contribute to the Department and service annual Business Plan
18. To be aware of budgetary constraints of the service, ensuring effective use of all resources, both human and physical.
19. To assist the Assistant Team Manager/Manager of the service, in the investigation of complaints.
20. To take a lead role with regard to Absence Management with staff, to emphasise the importance of consistent attendance of staff at work to the effectiveness of the service.
21. To work with the Duty Planners with regard to the allocation of work to Carers.
22. To undertake office duty 7 days a week, 7am to 8pm.
23. To be prepared to undertake further professional qualifications and learning, as deemed necessary by the Home Care Manager and in line with CSSIW requirements and as part of CPD.
24. To undertake any other duties reasonably falling within the remit of the post.

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
<ul style="list-style-type: none"> • NVQ 3 in Care or NVQ 3 in Management (gained in a care setting) • Manual Handling All Wales Passport • NVQ 4 Management • IT Qualification e.g. ECDL; CLAIT; Word Processing <p>This post requires a registration with Social Care Wales. If you are not already registered, then you will need to register starting your employment. Information on how to register with Social Care Wales can be found on the following website: https://socialcare.wales</p>	<ul style="list-style-type: none"> ✓ E ✓ E ✓ D ✓ D 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 			
Other experience					
<ul style="list-style-type: none"> • Significant relevant working experience in the social/health care sector • Experience in supervising staff • Experience of working with other agencies, both public and statutory • Understand and respect the principles of confidentiality • Ability to work both alone, using initiative, and as part of a team 	<ul style="list-style-type: none"> ✓ E ✓ E ✓ E ✓ E ✓ E 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 		
Knowledge/Skills					
<ul style="list-style-type: none"> • Understanding of risk management, including manual handling procedures • Knowledge and understanding of CSSIW Standards • Knowledge and understanding of the needs of Service Users, including those with complex needs • Knowledge and understanding of the Promoting Independence Agenda • Ability to communicate verbally and 	<ul style="list-style-type: none"> ✓ E ✓ E ✓ E ✓ E ✓ E 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 		

effectively with a broad range of professionals, carers, service users and their families	✓ E	✓			
• Ability to work under pressure, being organised and thus making effective use of time			✓		
• Ability to communicate in written format including producing concise and accurate records and reports	✓ E ✓			✓	
• Have a flexible approach to duties	✓ E	✓		✓	
• Ability to manage resources effectively	✓ E			✓	
• Possess effective IT Skills	✓ E	✓		✓	
• Knowledge of how a Home Care Department Operates	✓ E ✓ D	✓		✓	
• Understanding of POVA		✓		✓	
• Knowledge of BGCBC Equal Opportunities Policy	✓ D	✓		✓	

2. Special Requirements	Essential	Desirable
• Hold a valid full driving licence and have use of own car	✓	

3. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓			

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Managing the Team	Sets an example to the team by own approach and attitude				✓
	Gets the best out of people by developing the skills, experience, and ambition of self and team				✓
	Ensures equality & diversity issues are integral to service delivery				✓
	Recognises when it is necessary to take a firm but appropriate line				✓
	Supports & encourages good work-life balance in the team				✓

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives				✓
	Is focused on continually improving performance				✓

	of self and team and gives regular, constructive feedback on team/individual performance				
	Challenges poor performance appropriately				✓
	Is positive about improving the service and identifies potential benefits for the citizen				✓
	Consults team and others, inside and outside the organisation, for improvement ideas				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication				✓
	Communicates positively and respectfully				✓
	Checks others' understanding				✓
	Clearly explains and justifies decisions made elsewhere				✓
	Encourages team members to think about and suggest improvements				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓

	Uses problem solving as a method of improving the service				✓
	Seeks clarification or challenges appropriately				✓
	Explains decisions appropriately				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together				✓
	Promotes and contributes to partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service				✓
	Ensures team is focused on serving the citizen as the first priority				✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery				✓
	Is positive about the organisation and the community it serves				✓