



Job Profile

Job details

Job title	Livingwell Advisor	Section	Livingwell
Division	Wheatley Care	Report to	Livingwell Team Leader / Livingwell Manager
Grade	Care 18 -19	Professional registration	Required
Disclosure level	PVG	Date completed	June 2023

Job summary

Wheatley Care is committed to service excellence and believes that through developing effective communication and trusting relationships with the people we work for, we can draw on life experiences to co-create individualised personalised services.

You will work within the principles of the Wheatley Group strategy and vision regarding supporting the people we work for to influence direction and development of Wheatley Care.

As a Livingwell Advisor you will be expected to work with specific individuals to build a strong relationship based on trust and reliability, to support the person to live as independently as possible in the way they choose to, keep them safe and promoting their health and wellness.

You will be the link between Livingwell Tenants and their Housing Provider and will coordinate local Livingwell development plans to support tenancy sustainment, active involvement within communities and wellbeing.

To maintain the safety and security of the development and to pass on any concerns about the safety and wellbeing of tenants to Housing Officers to assist them to maintain their tenancies.

Your focus is to ensure that the things that are important to the people we work for are achieved while adopting a risk enablement, empowering approach.

You will work as part of a team providing direct support to the people we work for; have a sound awareness of your role and displaying effective communication skills.

As a Livingwell Advisor you are expected to carry out your duties in line with the Organisation's Core Values and your terms and conditions of employment.

Behaviours and competencies

Our Core Values

- Ambition
- Trust
- Community
- Excellence

We want our Livingwell Advisor to be able to demonstrate the following behaviours and competencies:

- Adept at removing the barriers that get in the way of delivering excellent customer service
- Creating an environment of trust
- Ensure two-way dialogue with teams
- Finding creative solutions for customers
- Good listener
- Excellent communication and interpersonal skills

- Ability to ensure that staff are confident using their own initiative
- Self-aware and motivated
- Inspire others to achieve their full potential
- Excellent time management skills
- Computer literate
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent Wheatley Group in a positive and effective manner
- Take responsibility for managing excellent performance results
- Building appropriate and effective networks, locally and Group-wide for the benefit of our communities

Person specification

Experience

Essential

- Experience of working with vulnerable people and or life experience in supporting older people or individuals who have Learning Disabilities, Addictions, Mental Health Issues, Children and Families, Tenancy Support or Homelessness issues.
- Good written and Verbal Communication Skills
- Able to work within a team.
- Able and willing to follow instruction from line manager.
- Enthusiasm and genuine interest in working with vulnerable people of various ages.
- Able to work flexibly in line with the hours of the service.
- Take a non-discriminatory approach

Desirable

- Experience of working as part of a team in a Housing setting
- IT skills
- Innovative and creative approach/problem solving skills

Qualifications

Essential

- Demonstrate a commitment to achieving a recognised qualification within an agreed time scale
- Demonstrate Continued Professional Development

Desirable

- Relevant Housing Qualification

Job outputs

Role output	Includes the requirement to
Deliver positive outcomes for the people we work for	• Work locally with tenants, across designated hub/clusters, to develop a range of support services and interventions to maximise their independence, maintain their tenancy and enable individuals to lead high quality lives within their communities. • Provide general advice and assistance to tenants • Coordinate and assist tenants, volunteers and other agencies to deliver the best outcomes locally • Develop cordial relationships with local agencies including health professionals, which will assist tenants to access/utilise such agencies. • Support tenants, as required, in the move in, living in and moving on process from their Livingwell home. • Support individuals in Livingwell on the use of OKToday system and respond to reports/notifications as required. • Meet regularly with tenants to update records for emergency call provider and check how each person manages their tenancy.

	• Liaise with the named Community Engagement Activities Coordinator to support the coordination and evaluation of activities within the service, maximising attendance and participation. • Coordinate and develop local service profiles to enable the personalised delivery of Livingwell Services. • Be accountable for petty cash expenditure locally, as authorised and ensure clear recording processes are followed. • Be able to lone work effectively, to display effective communication skills and the ability to use your initiative in a positive, constructive way. • Able to cope in a crisis/emergency situation and take appropriate action • Be responsible for the Co-ordination and delegation of daily duties/activities within the service and ensure any concerns or omissions are highlighted to the team leader. • Provide practical support and guidance to Livingwell Assistants. • Manage guest room and lounge bookings, ensuring the safety and wellbeing of guest/visitors. • Provide advice to tenants and their relatives about support and activities available in the local area. • Promote and encourage attendance at activities and events that maintains and promotes health and wellbeing. • Maintain and coordinate the customer facing touchscreen information ensuring this information is kept up to date. • Oversee the cleaning function to ensure a high standard of cleanliness in the common areas of the scheme, reporting concerns to the relevant managers. • Monitor and maintain scheme security and carry out regular tests on equipment and alarms in order to comply with H&S legislation. • Respond to tenant emergencies and fire alarms by calling the relevant emergency or repairs service. • Monitor and report on repairs and maintenance problems to ensure the scheme is maintained to a high standard. • Identify health and safety issues in the development and escalate these if not attended to • Provide practical assistance for tenants to maintain their Livingwell Home as well as arranging social activities in the development. • Establish, maintain and update records to ensure that accurate information is readily available at all times to emergency alarm providers and housing officers. • Work closely with RSL staff, volunteers/peer supporters and relief staff in order to maintain an effective and cohesive service to our tenants. • Advocate for tenants where necessary in discussion with external agencies where this does not interfere with tenant's independence and/or wishes. • Ensuring collaborative work with Housing staff, facilitate regular joint tenant meetings and agreed co-produced action plans. • Liaise with Housing Officers to ensure that properties are let and concerns about tenants are raised and addressed.
Responsibility for financial and physical resources, authorities and limitations	• Undertake designated health and safety checks, whilst on site, reporting issues to the relevant RSL • Ensure that any maintenance issues are reported and dealt with in line with company procedures • Ensure that fire alarms and warden call systems are effective and regularly tested • Ensure that accurate tenant records are maintained and securely stored • Ensure that petty cash expenditure is recorded and monitored

	• Manage and support use of guest room facilities and common areas used by outside agencies
Range and complexity of work	• Work over multiple sites, responding to local tenants needs, including responding effectively to significant life events • Manage a varied workload with regular interruptions • Signpost and process referrals to appropriate external agencies • Advise tenants on services and support available for older people. • Make appropriate referrals to housing officer/statutory services to maintain independent living
Communication	• Liaise on a regular basis with tenants and relatives • Liaise with external agencies and third parties • Establish and promote relationships with community groups, carers organisations, health and social care partnerships • Promote and represent the local Livingwell Service to prospective tenants, families/carers and external agencies • Work with Housing Officers and other RSL/Wheatley staff • Foster good working relationships with emergency cover provider/Alertcall • Liaise with other managers and attend team meetings
Additional Duties	• It is in the nature of the work that tasks and responsibilities are, in many circumstances, not routine and variable • All staff are therefore expected to work in a flexible way when the occasion arises and tasks, which are not specifically covered in the job description, have to be undertaken. • Staff flexibility is of great importance in order to provide the people we work for with high quality services in line with their wishes • This job description outlines the main tasks in relation to this role; however, this list is not exclusive. Should there be significant change to the duties of this post; the job description will be updated in consultation with affected members.
Achievement of agreed targets for the Team	• As agreed through the My Appraisal process
Efficient and well managed work processes across the function	• Value for money delivered on all outputs • Annual cost reductions and efficiency savings met within workstream • Maintain confidentiality at all times as failure to do so could result in disciplinary action • Attend and coordinate regular tenant meetings • Ensure emergencies are covered for tenants which may require out of hours attendance
Ensure compliance with professional, regulatory, statutory and corporate requirements	• Comply with and implement all Wheatley Group policies and procedures • Act ethically and with integrity • Lead by example to strengthen our inclusive culture across Wheatley Group ensuring equality, diversity and inclusion is at heart of everything we do

Interdependencies

- Stakeholders
- Tenants
- Families and Carers
- External agencies, including health professionals/cordia/social services
- Livingwell Assistants
- Community Engagement Activities Coordinator
- Livingwell Team Leader
- Livingwell Manager
- Housing Officer
- Locality Housing Director
- Community Engagement and Activities Coordinator
- Service Development Lead
- Alertacall

- Community Groups
- Wrap around services
- NETS
- Cleaning Contractors
- Other posts/business areas/partner organisations where post holder will need to interact with directly on a regular basis