



Independent Living/Community Services Officer

- Reporting to:** Director of Housing Management & Community Services
- Salary:** Between £26,056 - £30,000 pa pro rata dependent on skills and experience.
- Hours:** 18 hours per week. Days and times of work subject to agreement with line manager.
Full time hours - 35 hours per week, 9 am until 5.30 pm Monday – Thursday and 9 am until 2 pm Fridays.
Job share or part time hours would be considered for the right candidate.
- Holidays:** 28 days per annum (inc. bank holidays) plus Jewish Holidays. Pro rata for part time staff
- Job Type:** Permanent
- Location:** Head Office – Mill Hill East with travel to all JBD developments (located in NE & NW London & Hertfordshire)

Purpose of Role

The Independent Living/Community Services Officer will promote, develop, co-ordinate and deliver JBD's Independent Living Advisory (ILA) service to support and enable Jewish people to continue living independently at home. The post holder will be responsible for the growth and development of the service, ensuring increased awareness of the service across the Jewish community in London and Hertfordshire.

The Independent Living/Community Services Officer will work alongside the Director of Housing Management and Community Services to identify new opportunities to support Jewish people living with physical disabilities and visual impairments in their own homes (such as peer support groups), and then launch, manage and develop these services across the Jewish community.

Key tasks

1. Assess all ILA applications against JBD criteria, signpost ineligible applicants to other relevant organisations and case management of all applications working in partnership with our external Occupational Therapy partners
2. Manage referrals (ILA and internal) to external OT service, act as key point of contact, and ensure agreed targets for service are met.
3. Review all OT reports and act upon recommendations to determine: what should be referred to Local Authority; what should be funded by tenant; what should be funded by JBD
4. Where necessary apply for on behalf of the client for a DFG grant or other potential funding sources to support with purchase or installation of aids and adaptations
5. Liaise with Lettings Co-Ordinator to arrange adaptations on void flats where necessary.
6. Advise clients of outcome of assessment, and co-ordinate next steps as agreed with client.
7. Oversee budget and monitor loan agreements for equipment and payment agreements with clients.
8. Co-ordinate payment of invoices for OT service and monitor spend against annual budget.
9. Close referrals when case is complete.
10. Promote ILA and JBD to wider Jewish community in order to expand the service, working in partnership with the Marketing Manager.
11. Support the fundraising team with applications for funding for the ILA and Community Services
12. Develop peer support groups in the wider Jewish community (e.g. around sight loss)
13. Develop links and work in partnership with other community organisations especially referral agencies including Jewish Care and synagogue welfare officers
14. Work with Community Engagement team to create links between JBD tenants and wider Jewish community.
15. Establish and develop good working relationships with relevant local authorities.

General

1. Maintain strict confidentiality protocols as defined by JBD policies & procedures.
3. To comply with the Health and Safety Policy and procedures and draw appropriate attention to any unsafe working practice/conditions.
4. To comply with the charity's code of practice to ensure that you act in a professional manner at all times which reflect the values of JBD.
6. To maintain standard of dress that is appropriate to role and in accordance with the charity's dress policy.
8. To adhere to JBD Data Protection and GDPR Policy and ensure that any breach or concerns are reported to your line manager or to the Data Controller.
9. To attend regular meetings with line manager, regular team meetings and undertake relevant training as and when required.
11. To work at any other JBD location, as and when required.
12. To provide support to the marketing team regarding publications and social media.
13. To undertake any other duties within the remit of the post.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

Person Specification

Criteria	Essential	Desirable
QUALIFICATIONS		
Min GCSE incl Maths/Eng	X	
EXPERIENCE		
Experience of project management	X	
Experience of working on own initiative with minimum supervision	X	
Experience of dealing with vulnerable tenants/customers and providing advice and guidance to them	X	
Experience of dealing with sensitive and confidential information and situations	X	
Experience of liaising with external agencies and developing strong partnerships	X	
SKILLS		
Excellent interpersonal skills and proven ability to communicate effectively at all levels	X	
Ability to communicate well within a team and beyond, both verbally and in writing	X	
Ability to manage the expectations of clients	X	
Ability to manage your time well and prioritise your workload	X	
Strong IT skills	X	
Ability to maintain confidentiality	X	
Ability to maintain professional boundaries and demonstrate personal and professional integrity	X	
Demonstrate strong judgment	X	
Willingness to adapt and grow within role	X	
Commitment to providing high quality customer service and continuous improvement	X	
Full clean driving licence and access to car is desirable but not necessary	X	

Criteria	Essential	Desirable
PERSONAL QUALITIES		
The successful applicant will demonstrate a commitment to JBD's values: <ul style="list-style-type: none"> • Truth and integrity (EMET). • Respect (KAVOD). • Fairness (TZEDEK). • Kindness (CHESED). 	X	
Willing to commit to JBD values	X	
Be empathetic and understanding	X	
Integrity	X	
Committed	X	
Motivated	X	
Perceptive	X	
Diplomatic	X	
DESIRABLE		
Occupational therapy experience		X
Have a good understanding of the needs of people with disabilities		X
Housing/Tenancy background		X
Adult social care background		X

GENERAL STATEMENT OF TERMS AND CONDITIONS OF EMPLOYMENT

DBS:	All posts are subject to an enhanced Disclosure and Barring Service (DBS) disclosure.
Probationary Period:	All appointments are subject to a minimum probationary period of 3 months which may be extended if deemed necessary.
Office Hours:	<p>Office based roles: Normal office hours for full-time employees are Monday to Thursday 9am – 5.30pm with a 1 hour unpaid lunch break and Friday 9am – 2pm</p> <p>Non office based roles: Actual hours will depend on the post and location.</p>
Annual Salary:	<p>Salaries are paid monthly in arrears on the last Friday of each month.</p> <p>Salaries are reviewed annually in January.</p> <p>JBD reserves the right to deduct from pay any amounts which are owed by you to the organisation, e.g. over payment of salary.</p>
Holiday Entitlement:	<p>Annual leave will be based on a full time entitlement of 20 days' paid holiday and 8 Bank Holidays (pro-rata for part-time employees).</p> <p>The holiday year runs from the January to December. Holiday entitlement increases with length of service, rising by two days per annum after three years of completed service and a further three days after five years completed service up to 25 days (plus BH).</p>
Sickness:	Entitlements are set out in the individual Statement of Terms and Conditions of Employment
Pension and other benefits:	On successful completion of your probationary period, you will be eligible to join the company pension scheme and Health Cash Plan.
Notice:	Notice periods are set out in the individual Statement of Terms and Conditions of Employment

Policies & Procedures:	Jewish Blind & Disabled has a range of policies and procedures to support its staff in their work. These include Data Protection, Confidentiality, Health & Safety, Equal Opportunities, Grievance and Disciplinary Procedures. All employees are bound by JBD's policies and procedures.
Additional Rules:	Employees are required to disclose any other employment, which you undertake whilst in JBD's employment.
Kosher Buildings:	As JBD is a Jewish organisation there are certain rules regarding food that must not be contravened. For example no meat, meat products, shell fish or certain other fish may be brought into office buildings and only Kosher products may be brought into residential buildings. During Passover leavened products are also excluded.
Collective Agreements:	These terms and conditions are not bound by any collective agreements