

LIVERSAGE TRUST

RESIDENT SUPPORT OFFICER JOB APPLICATION PACK

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Please return your application in an envelope marked private and confidential and addressed to:

Charity Smith, The Liversage Trust, Board Room, London Road, Derby DE1 2QW

Or alternatively, you can email your application to:

info@liversagetrust.org

CLOSING DATE: Noon on Friday 22 February 2019

If, having reviewed the contents of this job application pack, you require further information; please contact Sarah Hulland.

Telephone 01332 348155 or email:

sarah.hulland@liversagetrust.org

LIVERSAGE TRUST

JOB DESCRIPTION

1 JOB DETAILS

Job title:	Resident Support Officer
Annual salary	£19,600 pa
Hours:	37.5

2 JOB PURPOSE

1. To help deliver the Trust's welfare visiting service in accordance with residents' preferences.
2. To support residents to live independently, by providing appropriate advice and assistance, and acting as an advocate with outside agencies and with the Trust.
3. To support residents to access the internal provision of services by the Trust.

3 REPORTING LINES

Responsible to:	Assistant Manager or, in his/her absence, the General Manager.
Responsible for:	None

4 PRINCIPAL ACCOUNTABILITIES AND ACTIVITIES

1. Visit each resident at frequencies specified by the Trust and as agreed with the resident, or their nominated representative, to check on their health and general well-being, dealing with general issues raised and reporting any major concerns to the Assistant Manager.
2. Review, at least annually, the support needs of identified vulnerable residents in conjunction with other agencies and appropriate officers, completing support plans where required which are to be reviewed appropriately.
3. Make sure that residents' personal files and any other residents' records are kept up to date, including a log of visits, and that the community alarm monitoring service is informed of any relevant changes.
4. Participate as required in surveys and communications, including annual review of residents support needs and the production and distribution of monthly resident updates.

4 PRINCIPAL ACCOUNTABILITIES AND ACTIVITIES continued

5. Follow agreed procedure, including periodic checks that residents' smoke alarms, intercom / alarm systems, and pendants are in working order.
6. During visits to residents, regularly inspect Trust estates and progress repairs requests, and any other estate matters causing concern to residents.
7. Assist residents to maximise the receipt of State and other benefits and to remain up to date in payments due to the Trust.
8. Provide structured support, where required, to enable residents to live independently, maximising their opportunities to do so.
9. Attend meetings of residents and other meetings as requested and help promote and facilitate resident events and activities.
10. Work in partnership with other agencies to achieve the best outcome for residents.
11. Support residents to access any grants or support available from the Trust and external bodies.
12. To contribute towards the voids and allocations process ensuring the quick turn round of empty properties.
13. Inform, advise and confer with residents, or their nominated representatives, on any matters as directed by the Assistant Manager or General Manager.
14. Maintain records and prepare reports as required.
15. Provide office / reception cover as required, dealing with people both in person and on the telephone, and respond to email enquiries.
16. Liaise closely with the Trust office, the Maintenance Team, Liversage Court Care Home, and outside agencies, particularly Social Services and Health Services.

5 FOR COMPLETION BY SUCCESSFUL CANDIDATE

I acknowledge that I have received a copy of this job description and accept that the accountabilities and activities attached to the job are as indicated. I understand that the job description is intended to give me an appreciation of the role and range of duties involved in the job. I accept that it is not exhaustive and will be reviewed from time to time.

Signature:

Date:

**LIVERSAGE TRUST
PERSON SPECIFICATION**

Resident Support Officer

JOB REQUIREMENTS	
Qualifications	
<ul style="list-style-type: none"> GCSE, or equivalent, in English A vocational qualification relating to the job 	<p>Essential</p> <p>Desirable</p>
Skills	
<ul style="list-style-type: none"> Excellent communication skills, both orally and in writing Numerate Literate Proficient in use of internet, Microsoft Outlook, Word and Excel 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Experience and knowledge	
<ul style="list-style-type: none"> Experience of working with older people and an understanding of their needs Knowledge of external services provided by Social Services and other agencies for older people Knowledge and understanding of the benefits system for older people Experience of lone working and dealing with potentially sensitive and difficult situations Administration associated with record keeping Experience of supporting older people to manage and sustain tenancies An understanding of safeguarding in relation to vulnerable adults Experience of working closely with other agencies to achieve positive outcomes for older people Knowledge of sheltered / supported housing for older people and/or general housing and tenancy management Experience of organising activities, events and producing regular information, including leaflets/newsletters, for older people 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
Personal qualities	
<ul style="list-style-type: none"> Caring and compassionate Able to relate well to older people Flexible and able to work additional hours from time to time Able to function well as part of a small team Able to act on own initiative and work with minimum supervision Ability to prioritise and manage a varied workload Awareness of the importance of confidentiality / data protection 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Job circumstances	
<ul style="list-style-type: none"> Able to increase hours to provide flexible cover when need arises Own transport available for work 	<p>Essential</p> <p>Essential</p>

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JOB INFORMATION RESIDENT SUPPORT OFFICER

Annual salary:	£19,600
Reporting to:	Assistant Manager
Weekly hours:	37.5
Standard working pattern:	8.30 am to 5.00 pm Monday to Thursday, and from 8.30 am to 3.00 pm on a Friday, including an unpaid break of 30 minutes Monday to Thursday and one hour on Friday.
Additional hours:	The Resident Support Officer is expected to work flexibly and, on occasion, to work additional hours by agreement to provide cover should the need arise. Additional hours are paid at flat rate.
Overtime payment:	Not applicable
Holiday:	32 working days, inclusive of 8 public holidays
Holiday service bonus:	One working day after 2 years, four working days after 5 years, and seven working days after 10 years.
Notice period required	One month, following completion of probationary period
Probationary period:	Standard twelve-month probationary period
Occupational sick pay scheme:	After two years' service, 6 weeks on full pay and 6 weeks on half pay
Attendance bonus:	£250 awarded pro rata, on having 4 or fewer days' sickness per holiday year
Optional pension arrangements:	The Trust is statutorily required to auto enrol eligible employees and uses the NEST workplace pension scheme, but you may opt out of this. The Government sets the minimum rate of contribution from both employer and employee. If you wish to enter the Trust's own Standard Life scheme, the Trust will contribute 3% and the employee must contribute a minimum of 3%.
Location:	Based at the Trust's office at London Road and working on its various estates
Transport:	Own transport essential and clean driving licence. Car mileage payable at 45p a mile and motorcycle allowance at 24p a mile.
Disclosure and Barring Service:	Enhanced DBS check required

LIVERSAGE TRUST

JOB APPLICATION GUIDANCE AND PROCESS

1. Important guidance to read before you start filling in your application

- Use black ink or type.
- Please do not use staples to attach additional sheets.
- We have designed the form to get information in a consistent layout for everyone applying for the job. We will only consider a CV application if it is submitted as part of a fully completed application form.
- Fill in every section of the form as fully as you can. If you think some parts do not apply, write N/A (not applicable) in the spaces provided.
- Make sure the information you provide is clear, precise, easily understood and appropriate to the job you are applying for. The information you give is what we will use when matching your experience, qualifications, skills and knowledge to the job. We cannot make assumptions about these.
- Read the job description and person specification carefully. Do you have the experience, skills and qualifications that are needed for the job? If so, plan how you will demonstrate this on your form. Make sure you list your qualifications.
- Use the blank section 6 to describe fully the relevant experience, skills and knowledge you bring to the job. Explain how you meet the requirements listed in the person specification. Where possible, give examples of how you match each requirement. Use extra sheets of paper if you need to.
- Don't just repeat your job history or refer us to your current job description – explain what you have learned and the skills you have developed. Relate everything back to the person specification.
- Remember that the experience you have gained outside paid work is also important. Think about work done in the home or voluntary work when you consider how you meet the requirements of the job.
- Before you send your application in, go over it again. We may get a lot of applications for the job and a number of candidates may have similar qualifications and experience. Consider how to make your application stand out and make sure you do yourself justice by accurately describing why you are suitable for this particular job.
- Return your application to us before the closing date / time.

2. Who sees your application

For recruitment purposes, only those employees and Trustees involved with the recruitment process will see it. We use the equal opportunities information in Section 11 to make sure our policies are effective.

3. How we decide who to interview

We only interview someone if their application shows that they meet the essential requirements of the job. The short-listing panel uses the information on your application to assess how far your skills, experience and knowledge match those needed for the job.

4. References

Tell us the names of two people who are not related to you and who will give you a reference that is relevant to your application. The first reference must be from your present or most recent employer. Or, if this is your first job since leaving school or college, your head teacher or lecturer.

Check with your referees that they are happy to support your application before you submit the form.

5. Criminal Record checks

All jobs at Liversage Trust, other than members of the Maintenance Team who do not work regularly at Liversage Court, are liable to involve working in a regulated activity and appointment is subject to your having a satisfactory Enhanced Disclosure and Barring service check.

6. How we decide who is suitable for the job

Usually, at least two or three people and sometimes more will interview you. This will include both Trustees and managers. The questions they ask will be designed to test how you meet the requirements of the job given in the job description and the person specification.

7. Feedback on your application

You can ask for feedback about your application. If you have not been short-listed, you should contact the General Manager and ask for feedback. If you have been interviewed and have not been successful in your application, you should ask for feedback within four weeks of the interview. We usually give feedback by telephone.

8. Complaints

If you want to complain about any part of the recruitment process following your feedback, you should write to the Chair of the Trustees at the Trust's Office within two weeks of receiving your feedback.

LIVERSAGE TRUST – A BRIEF PROFILE

Liversage Trust is Derby's oldest charity, set up under the Will of Robert Liversage in 1529. We are an Almshouse Charity, and proud to be continuing the long tradition of caring for Derby people in their own communities and providing accommodation for those in need.

We have 160 homes for independent older people on four estates across the City, and manage a 40 bed care home; Liversage Court which provides residential care for more frail elderly people. We also provide grants to residents in Derby, who are in hardship, to help them obtain essential household items, and offer limited financial support to people at a time of crisis.



We make a significant contribution to Derby's heritage in maintaining fine, historic buildings. The London Road almshouses of 1836 (left) are a well-known landmark, and grade II listed. Our Nottingham Road estate was declared a conservation area in 1993, largely thanks to our stewardship over the years in maintaining the character and integrity of the area. We have added further almshouses since the 1900's and remain committed to maintain and enhance our portfolio.

We also have a small number of houses and flats which are let without age restriction, and a number of commercial premises which provide an income to support our charitable activities.

Our formal objectives are: to provide relief either generally or individually to Derby residents who are in need, hardship or distress (including but not limited to those who are aged, sick or infirm) through the provision of grants, alms or other residential accommodation, housing, services, facilities and/or goods.

As a Charity, our focus is not about making a profit. We are dedicated first and foremost to ensuring the well-being of our residents. 15 Trustees carefully balance the demands of keeping our costs and charges low, while delivering a great service and ensuring long term sustainability as a charitable organisation. Through good governance and a low risk approach, the Trust is now in the fortunate position to be financially stable and self-sufficient.

The staff team are based in the Trust's office situated at London Road and consist of the General Manager, the Assistant Manager, Finance Administrator, PT Finance Assistant, PT Administration Assistant and PT Resident Support Officer. A small in-house maintenance team, based at Keys Street, carry out repair and maintenance to our properties and grounds.

Further information about the Liversage Trust can be found on our website:
www.liversagetrust.org