



# **INDEPENDENT LIVING ADVISOR**

**(6 MONTHS FIXED TERM CONTRACT)**

## **Recruitment pack**

### **Homes in Somerset**

Bridgwater House, Kings Square,  
Bridgwater, TA6 3AR

Phone: 0800 585 360

Email: [jobs@homesinsomerset.org](mailto:jobs@homesinsomerset.org)





**Penlea House Development**



**Woolavington Estate Walkabout**



**Carrots Farm Handover**



**Highbridge Estate Walkabout**



**West Bow House Customers**



**2024 Garden Competition**

## Welcome to Homes in Somerset

Dear Candidate

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

The successful candidate will be passionate about managing their own caseload of welfare calls and visits to our customers. You will ensure that customers are provided with a high-level of service and offer support that enables them to maintain independent lives within their own homes in a sheltered environment.

You will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates.

For further information please contact us at [jobs@homesinsomerset.org](mailto:jobs@homesinsomerset.org)

We look forward to receiving your application.

With best wishes,

Claire Tough

Director of Communities & Customer Service

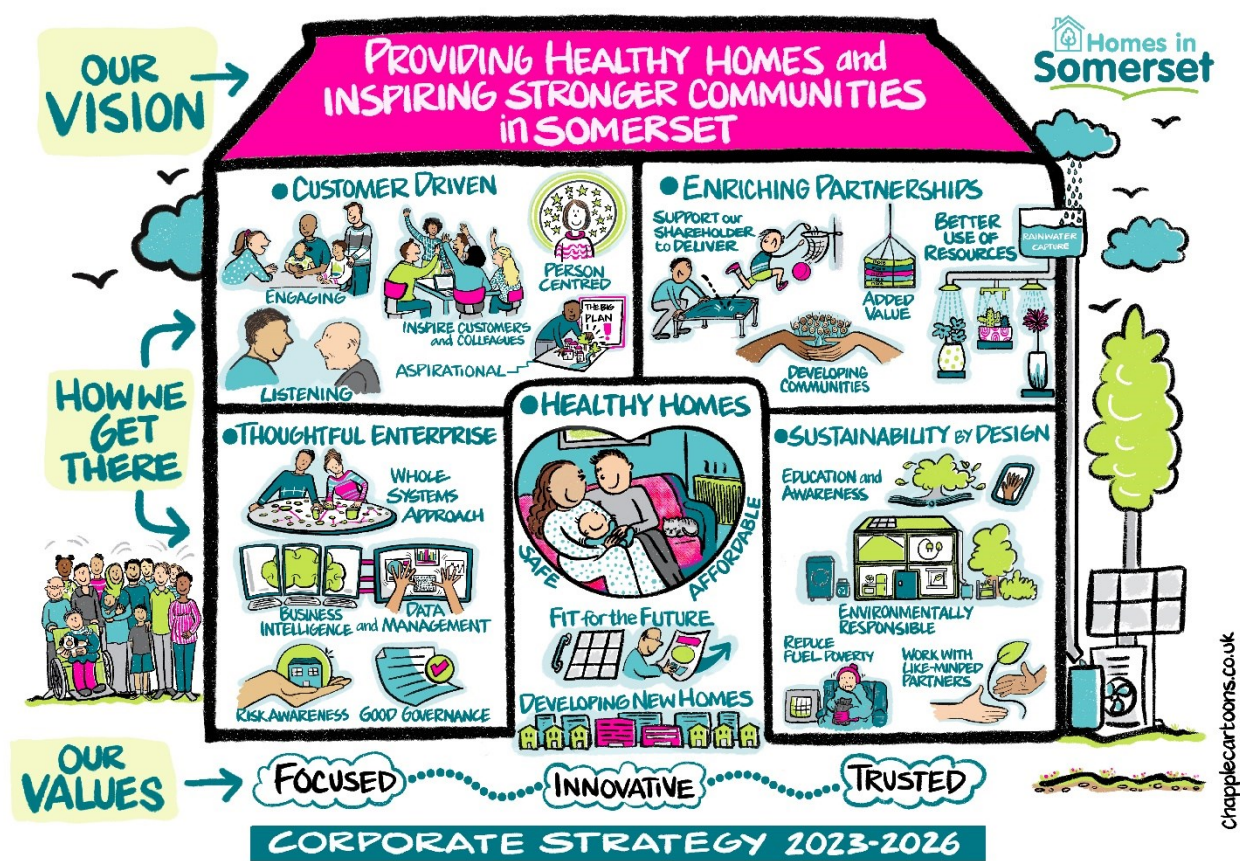


## About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do. We are one of the largest housing providers in Somerset, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality and safe homes are provided to the people who need them most.

We've recently been re-assessed an Investors in People Gold Award employer, and we've got big plans for the future.

### Our current strategy



FOCUSED

INNOVATIVE

TRUSTED

# Role Profile

**Job Title:** Independent Living Advisor – 6-months fixed term

**Salary:** £27,269 to £28,624 (pay award pending)

**Annual Leave:** 25 days plus bank holidays

## Job Purpose

### You will

- Manage a caseload of welfare calls/support calls/visits to those customers. Ensure customers are provided services & offered support that enables them to maintain independent lives within their own homes in a sheltered environment.
- Carry out an in-depth needs assessments and complete annual reviews with all customers to ensure support levels are appropriate to meet their needs.
- To participate in the selection and verification process for new customers entering the service, ensuring appropriate, hands-on, pre-tenancy work is undertaken to complete an assessment of relevant needs and ensure maximisation of the service.
- Work collaboratively with all other teams within Homes in Somerset to provide an holistic approach.
- Work closely across teams to support our customers to increase their independence, health & wellbeing.
- Work to deliver a range of activities specified in the initial support assessment. Which can include, but is not limited to, supporting tenants with; hobbies, befriending services, accessing cultural activities, paid work and volunteering, training and educational activities, shopping, and gardening.
- Actively encourage individuals to achieve their goals, provide emotional support to them using active listening to understand how they feel and promote a positive outcome-based approach.
- Deliver a range of proactive services that respond to the needs and aspirations of customers. Services include intensive housing support, sheltered housing management and low-level housing management issues.
- Provide individuals with advice and support on how to maintain their personal safety and security, raise awareness about potential forms of abuse and how to balance risk with an active and meaningful life within current safeguarding, health & safety and risk assessment requirements.
- Understand what matters to residents by having the right conversation & identifying the right problem to solve.
- Build and maintain positive links with voluntary and neighbourhood groups to promote social inclusion, tackle loneliness and increase customer involvement.
- Access appropriate funding and work in partnership with others, to support the delivery of a variety of activities & social events.
- Ensure we have accurate and up-to-date customer information on our systems.

## What do I need to be successful?

- A current driving licence
- A desire to support vulnerable people
- Well-developed IT, communication, and interpersonal skills.
- The ability to work professionally and collaboratively with other teams across the organisation to achieve great outcomes for our customers.
- A high degree of problem-solving skills.
- The ability to apply your skills to motivate, support, influence and organise work to deliver high quality services.
- Represent the service and the wider organisation.
- Support the team and customers to facilitate staff rotation as necessary.
- The ability to network and develop strong partnership working across the geographical area in which the service is delivered.
- The ability to research and access funding opportunities

## How will I evidence my success?

- Display and demonstrate behaviours that reflect our corporate values and put customers first.
- Contribute and be proactive at 121s, team meetings and performance & development reviews.
- Successfully meet agreed key performance indicators
- Develop positive and productive working relationships both internally and externally with relevant colleagues and other stakeholders and partners.
- Identify and support the management of risk and health and safety associated with my service area.

## What we offer

We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 19.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.

## Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Tuesday, 1 July 2025
Closing date	Sunday, 13 July 2025
Shortlisting	Tuesday, 15 July 2025
Formal interviews	Tuesday, 22 July 2025

## How to Apply

To apply, please visit the vacancies section on [our website \(www.homesinsomerset.org\)](http://www.homesinsomerset.org)

Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Sunday, 13 July 2025, at 5pm.**