



Your job

Job Title: Supported Living Development Officer

Service: Provider Management and Market Development

Grade: G7

Reporting to: Customer and Family Liaison Officer

This exciting position plays an important role within the Adult Social Care and Health offer supporting customers and their families with specialist housing and support requirements to identify and live in a home that helps them to connect with their hopes and aspirations, their local community and is affordable and sustainable.

You will support the Customer and Family Liaison Officer with customers and their families working together to find supported living options across the borough, brokering relationships between statutory and voluntary agencies, support providers, landlords and housing partners.

You'll work closely with customers and families to facilitate timely and positive transitions when supporting people to move into new homes.

You will gather and share customer and family insight into their supported living services, gathering information around their views and experiences.

You will support the implementation of new supported living accommodation being developed for people with additional support needs and those who are transitioning from Children's services.

You may need to work outside of office hours at various locations across the borough to ensure a proactive approach to connecting with customers and their families and wider partners.

You will work independently and as a team always providing excellent customer care and promoting positive behaviours in the workplace.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will

- Build trusting relationships with providers, families and customers which nurtures innovation to achieve greater experiences and outcomes for customers who receive services.
- Promote an asset-based approach with providers and lead a consistent approach to the principles of Wigan's Progress with Unity missions.
- Demonstrate a good level of understanding of Housing with Care developments and the delivery of integrated services for adult social care customers.
- Support the Lead External Provider Managers to facilitate forums, projects, arranging meetings and recording minutes.

On an ongoing basis you will:

- Support the Customer and Family Liaison Officer to minimise vacant properties, you will monitor and be responsible for actively reducing financial liabilities and inefficient use of properties within the borough.
- Support with screening incoming referrals for supported living accommodation.
- Support Social care team with transition moves into supported living services
- Support with the implementation of new build developments for supported living
- Support on the development of a co-produced housing strategy which represents the needs and requirements of people who need

supported living housing, ensuring future services are developed with our customers and their families.

- Research, analysing and collecting data around customer and families experience regarding supported living services, accommodation needs and future demand.
- Assist senior managers with the monitoring and development of strategic plans.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

To be able to demonstrate the following essential requirements: -

- Relevant Professional qualification or significant relevant experience working in social care/support and/or housing.
- Ability to demonstrate a good level of interpersonal skills working with a wide range of partners, including housing providers, landlords, support providers, social workers and health colleagues.
- Excellent communication and organisational skills.
- Ability to arrange meetings and to support recording minutes.
- Understanding of IT based client monitoring systems, e.g. Mosaic.
- Good knowledge and experience of Personalisation, Personal Budgets and Person-Centred Support Planning approaches.
- Good understanding of relevant legislation in this area, e.g. The Care Act.
- Good understanding of commissioning and financial models which ensure efficient use of resources within a supported living environment.
- Knowledge and understanding of the welfare benefits and welfare reform (including housing benefit).
- A good understanding of Housing with Care developments and the delivery of integrated services for adult social care customers.
- Proven ability to analyse data on current demand, gaps in provision and forecasting to inform on future accommodation needs required to meet demand.
- Experience of the health and social care market.
- The ability to work on own initiative and as part of a team.
- The ability to multitask working on a variety of different work streams and delivering outcomes in short timescales.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”