

Job Description and Person Specification

Job details

Job title: Health and Housing Options Advisor

Grade: Band 5 (SCP 11-13)

Reports to: Housing Options Team Leader

Responsible for: No direct responsibility for employees

Directorate and Service area: Housing, Communities and Wellbeing

Purpose of the job

- To provide advice and assistance to patients on their housing options in order to prevent homelessness and minimise housing need.
- To help prevent delays in hospital discharge by finding and assisting with housing solutions to enable patients to be discharged to accommodation suitable to meet their individual needs.
- To build relationships and knowledge across the housing and health sector to improve service delivery to benefit the local community.
- To assist in the delivery of the Homelessness Strategy by working with partners in the health and voluntary sector to prevent homelessness and promote timely discharge into suitable accommodation among patients leaving acute and community hospitals.
- To contribute to the delivery of the agreed outcomes of North Northamptonshire's Health and Housing Partnership.

Principal responsibilities

Housing Options

1. To provide advice and assistance to customers, colleagues and external partners seeking advice and assistance on all aspects of homelessness, availability of accommodation, disrepair, housing rights and any other related issues.
2. To provide a single point of contact for customers seeking advice on their housing options.
3. To undertake a Full Housing Assessments of customers' housing needs in order to identify appropriate housing options and create a tailored Personalised Housing Plan to their individual needs and to prevent homelessness.
4. To maintain up to date knowledge and expertise in relation to homelessness prevention and homelessness legislation and surrounding case law.

Homelessness Prevention and Relief

5. To act as a specialist advisor on housing to inpatient clinical teams at KGH and NHFT and provide detailed advice and guidance under the homelessness legislation as and when required.
6. To assist with all case referrals from both KGH and NHFT staff to help prevent delays and achieve the safe and timely discharge of patients from inpatient areas.
7. To assist and support patients directly in finding alternative sustainable housing solutions when an issue is identified which may either cause a delayed discharge or an avoidable admission to hospital.
8. To coordinate and fast track adaptations or repairs to a property as required.

9. To help identify patients early where a housing issue may cause a delayed discharge or an avoidable deterioration in a person's ability to cope at home.

Multi agency coordination

10. To build relationships between organisations (both those within and those currently outside the partnership) to improve service delivery to benefit the local community.
11. To work effectively across several different organisations with separate policies and procedures.
12. To liaise with all agencies efficiently and effectively in order to address customers' needs and prevent a delay in discharge.
13. To facilitate access to council support services where appropriate.
14. To liaise with voluntary sector organisations to provide relevant support services as required.
15. To attend or arrange multi-disciplinary team meetings as necessary to help facilitate discharge of patients effectively.

Knowledge and Awareness

16. To raise awareness with health professionals of the importance of the home environment and always encourage a preventative approach.
17. To provide health professionals with a greater understanding of housing solutions and the opportunities available for patients through meetings, documentation and training.
18. To deal with any housing related queries health professionals have and produce supporting documentation to help capture this information.
19. To maintain up to date knowledge and expertise in all aspects of housing options and agency systems, policy and procedures.
20. To facilitate a learning and development programme to enable both housing and health professional to understand housing and health services to enable more collaborative working.
21. To build an understanding of medical knowledge and interpret health information as required.

Process improvement

22. To play a leading role in the formulation of new procedures or processes to help improve the discharge process for all agencies involved.
23. To develop a range of initiatives to promote a more effective, efficient and customer focused service across all agencies.
24. To make recommendations for improvement where required across all 3 organisations and document any barriers to discharge.
25. To maintain accurate, comprehensive and up to date records in relation to each referral
26. To highlight any areas of concern or issues to the project group when dealing with case referrals and recommend solutions.

Miscellaneous

27. To attend forums, meetings, conferences, events both locally and nationally to promote the role of the Health and Housing Partnership.
28. To deliver additional actions required by the Health and Housing partnership and help to develop the prevention programme by working in the community.
29. The role is off site and unsupervised based within the Acute and Community hospitals and working week to be split effectively between both organisations.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

To work on behalf of North Northamptonshire Council, Kettering General Hospital and Northamptonshire Healthcare NHS Foundation Trust.

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold a relevant qualification (e.g. HND/NVQ Level 4) or show an equivalent capability.	
Experience and Knowledge	Minimum 2 year's relevant work experience with a local authority, housing association or voluntary organisation	Experience of working effectively in partnership with a range of stakeholders
Ability and Skills	<p>Extensive knowledge of the homelessness legislation and case law.</p> <p>Experience of managing and prioritising own workload, and ability to work effectively as part of a team.</p> <p>Excellent verbal and interviewing skills.</p> <p>Well developed and wide- ranging negotiating and problem solving skills.</p> <p>Able to produce clear, concise and persuasive written reports on complex issues.</p> <p>IT and keyboard skills, including the ability to use Microsoft Office.</p> <p>Good analytical skills and ability to produce and interpret statistical information.</p>	Experience of working with vulnerable people

Attributes	Essential criteria	Desirable criteria
	Ability to successfully operate in a multi-disciplinary and multi-functional environment.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Full driving licence and access to a car for work or ability to travel within the Borough.</p> <p>Willing to work outside normal office hours as necessary.</p> <p>This post will be subject to a Disclosure and Barring Service check</p>	