

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Hospital Outreach Worker

Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:



West
Northamptonshire
Council

- To help prevent delay in hospital discharge by finding and assisting with housing solutions to enable patients to be discharged to accommodation suitable to meet their needs, ensuring effective coordination with housing teams and partners.
- To build relationships and knowledge across the housing and health sectors to help support people to remain in their own home, in particular to work in partnership with partners in the health sector to prevent homelessness and promote timely and safe discharge into suitable accommodation among patients leaving acute and community hospitals.

Accountable to:

This role is accountable to the Rough Sleeper Services Manager. The role sits within the Housing Solutions Team, part of the Communities and Opportunities Services Directorate in West Northamptonshire Council.

Responsibilities:

1. Provide hospital patients with comprehensive advice and assistance on their housing options in order to prevent homelessness; including support under the homelessness legislation, social housing and the private rented sector.
2. Work collaboratively and proactively with health and social care professionals, social landlords, private landlords and support providers to facilitate the safe and timely discharge of patients from hospital in a planned way in accordance with agreed hospital discharge procedures.
3. Liaise with partners to help resolve housing problems and prevent homelessness, ensuring that the most effective and appropriate outcomes are achieved for the customer.
4. Contribute positively to the development of patient's hospital discharge plans, ensuring that suitable accommodation and a bespoke package of care are provided in order to meet their housing, health, social care and support needs.
5. Maintain accurate, comprehensive, and up to date records to enable monitoring and evaluation, including providing case studies and other information for reports and to monitor progress.
6. Support in the facilitation of a learning and development programme to enable both housing and health professionals to understand housing and health services to enable more collaborative working and effective relationship building. Promote sharing expertise and best practice, and maintaining positive relationships.
7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent written and verbal communication, including the ability to communicate complex issues clearly and simply.	E	A, T, I, P
Excellent interpersonal skills, and the ability to deal with vulnerable people with complex needs empathetically and sensitively.	E	A, T, I, P
Excellent persuasion and negotiation skills	E	A, T, I, P
Ability to develop effective working relationships with colleagues and partner agencies to generate positive outcomes for customers.	E	A, T, I, P
Ability to interpret legislation, policy and guidance.	E	A, T, I, P
Ability to work under pressure, prioritise work and meet tight deadlines.	E	A, T, I, P
Ability to work in a methodical manner, manage time, maintain accurate records and respond promptly to enquires.	E	A, T, I, P
Ability to work on own initiative and as part of a team.	E	A, T, I, P
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, T, I, P
Able to work outside of office hours where necessary	E	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of housing and homelessness law, such as the Housing Act 1996, Parts VI and VII, and the Homelessness Reduction Act 2017	E	A, T, I
An understanding and awareness of current challenges around housing and homelessness at a local, regional, and national level.	E	A, T, I, P
An understanding of the requirements of GDPR.	E	A, T, I, P
Understanding of equality and diversity.	E	A, T, I, P
Understanding of safeguarding vulnerable adults.	E	A, T, I, P

Relevant experience:	Essential / Desirable	Measured by
Experience of working within a front-line service with high levels of demand, significant time pressure and conflicting priorities.	E	A, T, I, P

Experience of dealing with the public to provide advice and support.	E	A, T, I, P
Experience of working within a local authority, housing association or voluntary organization environment.	E	A, T, I, P
Experience of working collaboratively and proactively with other services and organisations to provide positive outcomes for customers.	E	A, T, I, P

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to A Level or equivalent qualification or has significant experience and on-the-job training in a related role.	E	A, I, D
Evidence of continued professional development.	E	A, I, D
Hold a professional housing qualification.	D	A, I, D
Full UK Driving Licence and access to a car for business purposes	E	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Care & Welfare	Worker type:	Field-based worker
Salary range:	WNC Band 6 33,369-36,163	Budget responsibility:	Nil
People management responsibility:	Nil		

Working conditions & how we work:

Working with manual and computerised systems, the Postholder will need to be fully aware, at all times, of their responsibilities under the General Data Protection Regulation 2016 and Data Protection Acts of 1998 & 2018 for the security, accuracy and relevance of personal data held on such systems, and to be conversant with the implications of the Freedom of Information Act. The Postholder will also be required to be fully aware of, and comply with, the Council's Data Quality procedures to ensure that all management information is accurate and fit for purpose.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

