

## Job Description and Person Specification

<b>Post Title:</b>	<b>Hospital Housing Triage Officer</b>
<b>Reports to:</b>	<b>Housing Enablement Team Leader</b>
<b>Scale:</b>	<b>3</b>
<b>Politically Restricted:</b>	<b>No</b>

### Overall Purpose

The overall purpose of the Hospital Housing Triage Officer role is to provide the first point of contact for the Hospital Housing Enablement Team, supporting the timely triage, coordination and administration of housing-related referrals linked to hospital discharge and community support.

The post holder will manage the team's duty phone and inbox, receive referrals and enquiries from partners, medical professionals and other agencies, gather relevant information, record accurate case notes, and screen referrals in line with agreed service processes.

The role will provide essential administrative and coordination support to the team, including maintaining accurate records, updating spreadsheets and service data, supporting performance monitoring, arranging practical discharge-related support, and assisting officers in hospital or community settings where required. The post holder will be expected to communicate professionally and sensitively with partners, patients, families and professionals, particularly where individuals may be vulnerable, distressed or experiencing complex housing circumstances.

### Key Roles, Tasks and Responsibilities

- Act as the first point of contact for partners, medical professionals and other agencies contacting the Housing Enablement Team.
- Manage the Housing Enablement Team's duty phone and duty email inbox, responding to enquiries, recording information accurately and distributing referrals to the relevant officers.
- Gather relevant information from telephone calls, emails and verbal conversations, ensuring accurate written records are maintained.
- Screen and triage referrals in line with agreed service processes, identifying urgent matters and escalating concerns to the appropriate officer or manager where required.

- Maintain accurate records, spreadsheets and databases relating to service activity, referrals, outcomes and performance.
- Input, update and extract information from Excel spreadsheets and other systems to support data analysis, performance monitoring and service reporting.
- Prepare correspondence, reports, letters, briefings and other documents on behalf of the Housing Enablement Team Managers.
- Support meetings by arranging rooms, coordinating diaries, preparing papers, taking minutes or notes where required, and distributing actions to the team.
- Assist the Housing Enablement Team with ordering or sourcing discharge-dependent items and arranging travel or practical support for patients to enable safe and timely discharge.
- Communicate professionally and sensitively with patients, family members, carers, partners and medical professionals, including in potentially difficult or urgent situations.
- Handle confidential and sensitive information appropriately, in line with Council policies, data protection requirements and service procedures.
- Identify and escalate any safeguarding, risk, health and safety, or service concerns to the appropriate officer or manager.
- Travel to hospitals, community settings or other locations where required to assist officers with service delivery.
- Undertake any other administrative or support duties appropriate to the grade and nature of the post, as required by the Housing Enablement Team Leader or Service Manager.

### **Post Characteristics**

**Allowances:** Travel Expenses

**On call/emergency situations:** N/A

**Security/safeguarding checks:** Enhanced Basic Check

## **Health and Safety Responsibilities**

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

## **Emergency Planning/Response Responsibilities**

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents

## Person Specification

### Knowledge

#### Essential:

Knowledge of organising and maintaining records, files, spreadsheets and databases (\*3,4)

Awareness of confidentiality, data protection and handling sensitive information appropriately (\*3,4)

Awareness of the importance of accurate record keeping in a customer-focused or public service environment (\*3,4)

Awareness of safeguarding, vulnerability, risk and the need to escalate concerns appropriately (\*3,4)

#### Desirable:

Understanding of housing, hospital discharge, adult social care, health services or public sector services (\*3,4)

### Experience

#### Essential:

Previous experience in an administrative or customer service role, or a demonstrable interest in developing within this area. (\*3,4)

Experience of dealing with enquiries by telephone and email (\*3,4)

Experience of maintaining records, spreadsheets, databases or other administrative systems (\*3,4)

Experience of dealing with people in difficult, sensitive or pressured situations (\*3,4)

#### Desirable:

Experience of working with vulnerable people, patients, residents or service users (\*3,4)

Experience of working in housing, health, social care, local government or a similar public service environment (\*3,4)

## Skills/Abilities

### Essential:

Able to communicate effectively and professionally, both verbally and in writing

(\*3,4)

Able to deal sensitively with partners, patients, family members and professionals in potentially difficult or distressing situations (\*3,4)

Able to manage telephone calls and emails in a calm, professional and timely manner (\*3,4)

Able to work under pressure and manage competing priorities with minimum supervision (\*3,4)

Able to work as part of a team and support officers, managers and partners effectively (\*3,4)

### Desirable:

## Qualifications/Training

### Essential:

Good standard of education, including English and Maths (\*3,4)

### Desirable:

## Other

### Essential:

Willing to undertake a DBS check and prepared to disclose information regarding convictions which would otherwise be considered 'spent' under the provision of the Rehabilitation of Offenders Act 1974 (\*3,4,5)

Able to travel to hospitals, community settings or other locations as required by the role (\*3,4)

### Method of assessment\*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

**Job Description and Person Specification details:**

Reviewed by: Shanice Senghor – Housing Enablement Team Service Manager

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