

Job Description and Person Specification

Post Title:	Housing Related Support Officer
Reports to:	Housing Enablement Team Leader
Scale:	4
Politically Restricted:	No

Overall Purpose

The Housing Enablement Team was established in 2014 and has since expanded to cover all hospital settings within Leicester, Leicestershire & Rutland. Our team work across both physical & mental health environments placing housing professionals in medical settings to support with housing related matters our main aim is to prevent delays in hospital discharge by providing advice and practical assistance to enable patients to return home or to find alternative suitable accommodation in Leicester and Leicestershire and Rutland.

Key Roles, Tasks and Responsibilities

- Undertake home and bedside visits to assess needs, liaise with clinical staff and support safe, timely discharge.
- Develop and deliver person-centred discharge plans, providing practical support and follow-up.
- Provide case management and coordinate support to prevent homelessness and sustain tenancies.
- Support patients/service users to secure and move into suitable independent accommodation.
- Liaise with housing, health, social care, benefits, voluntary and advocacy agencies, and landlords to meet identified needs.
- Maintain accurate case records, documentation and data in line with organisational and professional standards; share information appropriately and confidentially.
- Keep up to date with housing-related support issues, welfare benefits and relevant legislation; utilise Lightbulb support where appropriate.
- Promote the service through networking, community activity and education/promotional events (including occasional out-of-hours work and public speaking).
- Carry out and review risk assessments with partner agencies; implement and monitor control measures.
- Ensure safeguarding procedures are followed in line with LLR SAB guidance and procedures.
- Undertake other duties as required by the Housing Enablement Team Leader.

Post Characteristics

Allowances:

Essential Car Allowance

On call/emergency situations: No

Security/safeguarding checks: DBS Enhanced Check Adult & Child Workforce

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:

- Understanding of issues facing vulnerable people (including mental health) with housing-related support needs: dependency, tenancy sustainment, homelessness and independent living skills.
- Working knowledge of welfare benefits to help maximise service users' income.
- Knowledge of voluntary and community support services to enable effective referrals.

Desirable:

- Awareness of relevant policy frameworks and key housing/related legislation for supporting vulnerable people.

Experience

Essential:

- Experience completing assessments, support planning, action plans and reporting outcomes.
- Experience working in a support/care setting with vulnerable people with varied needs.
- Competent IT skills, including producing letters/reports and using databases/spreadsheets.

Skills and Abilities

Essential:

- Strong organisation and written communication skills to maintain case files and update records/spreadsheets.
- Able to recognise and challenge discrimination and apply Equality policies in practice.
- Sensitive to the needs of disadvantaged groups and proactive in addressing individual needs.
- Able to prioritise workload and manage a personal caseload with minimal supervision.
- Clear communicator with negotiation, problem-solving and partnership-working skills.
- Works effectively as part of a team.
- Ability to train, coach or support service users to develop skills and confidence.

Qualifications and Training

Essential:

- Full UK driving licence.

Other Requirements

Essential:

- Willing and able to work flexibly, including occasional unsocial hours.
- Able to travel across the city/county to meet service needs.
- Access to a vehicle and willing to use it for business purposes.
- Willing to undertake an Enhanced DBS check and disclose relevant convictions (including those considered spent where required).

Method of assessment*

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

Reviewed by: HET Service Manager

Latest Version Date: May 2026

Job Evaluation Ref: A1268