Job description and Person Specification

Post Title: **Housing Enablement Officer**

Reports to: **Housing Enablement Team Leader**

Scale: **5**

Politically Restricted: **No**

Overall Purpose

The Housing Enablement Team 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.

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Key roles, tasks and responsibilities

To deal with all enquiries relating to Housing Registers, Social Housing, Homelessness, private rented sector, hostels and other housing need enquiries from hospital and social care staff.

To interview hospital patients as soon as is practicable after admission, undertake investigations and produce a tailor-made discharge plan for those with housing needs or at risk of homelessness at discharge.

To assist with applications for housing from hospital patients in accordance with the City and County District Council's Allocations Policies and to maintain appropriate computerised and manual records.

To keep case records up to date and to service standards

To provide performance data as requested by Team Leader

To attend bed management meetings as necessary

To attend or arrange Multi-Disciplinary Team meetings as necessary to facilitate discharge of patients

To provide information as requested to housing departments for the purpose of assessing housing applications or homelessness applications

To provide practical help to access housing by:-

- Use of Leicester City and Districts Bond/Deposit Schemes or other funding that may be available
- To source and secure accommodation in the Private Rented Sector

- Ensuring Private Rented Sector tenancies are set up correctly
- Referring to relevant floating support services in the City and County
- Provision of furniture, minor works, minor aids and adaptations, removals and other services that may be required to resolve bed blocking or allow an in-patient to be discharged into accommodation.
- Making nominations to partner housing associations

To utilise the support that can be provided through Lightbulb when the individual has returned home.

To manage assigned resources in accordance with Partnership's polices procedures, budget systems and constitution including the administration of certain budgets.

To ensure effective liaison with key partners and officers in associated organisations and Councils to develop cross boundary strategies on promoting and delivering against the reduction of delays to hospital discharge.

To contribute, work towards and promote the on-going issues on, best practice, environmental issues, systems thinking, attendance management, crime and disorder and equal opportunities.

To ensure or where required as part of your direct responsibility, carry out risk assessments for significant risks within the Council's undertakings. Identify appropriate controls and ensure that control measures are implemented. When there are significant changes in the hazards or risks of the work activity, review the assessments.

To carry out any other duties as may be deemed necessary by your Line Manager

This job description may be reviewed and amended in consultation with the post-holder, in light of any organisational developments within the Authority.

To ensure that appropriate safeguarding procedures are in place and adhered to. To work within the Leicester, Leicestershire & Rutland Safeguarding Adults Board guidelines and procedures.

Post Characteristics

Qualifications/Essential Experience:	1 year of social housing/private sector related experience
Allowances:	Travel Expenses
On call/emergency situations:	N/A
Security/safeguarding checks:	DBS Enhanced Adult & Children Workforce (no barred checklist)

Health and Safety Responsibilities

To be familiar with and at all times comply with

- the Council's general health and safety policy,
- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
- local department specific health and safety procedures,

as amended or added to from time to time.

To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.

To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work.

To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

This job description may be reviewed and amended, in consultation with the post holder, in the light of any organisational developments within the Authority.

Emergency Planning/Response responsibilities

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 private rented sector housing and legislation *2,3,4

Knowledge of the Housing Act Part VI and Part VII and associated legislation *2,3,4

Knowledge of the Homelessness Reduction Act *2,3,4

Knowledge of preventative homelessness practice *2,3,4

Desirable:

Knowledge of customer/patient care and how it applies in an institutionalised environment *2,3,4

Knowledge of voluntary and community support services to be able to offer effective referrals *2,3,4

Experience

Essential:

Previous experience of working with vulnerable people *3,4

Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice *4

Commitment to social inclusion and tackling barriers to access *4

Desirable:

Experience of dealing with people in Housing Need with physical disabilities or mental health issues *3,4

Experience of accessing Private Rented Accommodation for vulnerable people and working with Landlords *3,4

Skills/Abilities

Essential:

Deal sensitively with customers/patients in potentially difficult situations *4

Able to work under pressure and with minimum supervision *4

Ability to manage a caseload and to prioritise own workload and meet deadlines *4

Able to work as part of a multi-disciplinary team *4

Able to input and analyse information put onto databases*4

Able to communicate effectively verbally and in writing *2,3,4

Creative thought, negotiation and problem-solving skills *2,4

Ability and commitment to ongoing continuous development *3,4

Qualifications/Training

Desirable:

Qualification in Housing Studies *3,5

Other

Essential:

Willing and able to work flexible hours including some unsocial hours *4

Has a driving licence and has access to a vehicle and willingness to use the car for business purposes *3,4,5

Willing to undertake an enhanced 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 *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:	Housing Enablement Service Manager
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