

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Health & Housing Coordinator	Grade:	PO3
Reports to (Designation):	Housing Improvement & Assistance Manager	Grade:	PO5
Directorate:	Housing, Regeneration &Public Realm	Section:	Private Sector Housing Agency

Main Purpose of the Job:

To prevent delays in hospital discharge by working with key partners across a range of disciplines in order to secure positive housing solutions.

Predominantly working with hospital staff at University Hospital Lewisham and other local acute hospitals, the post holder will connect patients to housing and community-based services upon discharge from hospital.

Summary of Responsibilities and Personal Duties:

1. Develop a system for the early identification of patients with housing needs. Act as the single point of contact and a route for the escalation of relevant cases to senior managers.
2. Facilitate early discharge from hospital to appropriate housing if it is the delaying factor in discharge.
3. Improve communication, information sharing and partnership working between Lewisham's health and housing providers by developing strong relationships across a range of services.
4. Develop and utilise knowledge to provide advice or signpost patients and colleagues to organisations which can provide support to address homelessness, housing disrepair, home adaptations and debt and benefits advice
5. Ensure effective liaison with key partners, officers in neighbouring Councils and local organisations to develop cross boundary strategies on promoting and delivering against the reduction of delays to hospital discharge.
6. Develop knowledge of service providers in order to make appropriate referral to services or organisations that can provide assistance with community equipment, simple aids and assistive technologies which help maintain or improve a person's ability to live independently.
7. Lead on the development of joint processes and referral pathways, promoting choice and independence to enable people with health and housing issues, access suitable housing which meets their needs, upon discharge from hospital.
8. Reduce the risk of people falling between the gaps in services on discharge from hospital.
9. Reduce re-admission rates by liaising with community healthcare teams to ensure that patients remain connected with health and housing teams after discharge.
10. Carry out home visits with health, housing or other colleagues where appropriate.
11. Engage and work directly with Adult Social Care and other services in order to assess and establish early support/assistance to patients to enable them to return home.

12. Keep abreast of developments and timescales and facilitate communication link between lead surveyor, patients or their representatives. Where works to a patient's property are required to facilitate discharge.
13. Gather information from a variety of sources to provide written progress reports to management, as requested.
14. Use internal databases and information management systems to record relevant patient/case information paying due regard to data protection legislation, internal policy and patient confidentiality at all times.
15. Keep abreast of the progress of cases and arrange or attend multi-disciplinary team meetings as necessary to facilitate discharge.
16. Attend and participate in mandatory and other relevant training courses, member briefings, committees, working parties and inter-agency meetings as required.
17. Contribute to service innovation to continually improve outcomes for the residents of the borough.
18. Contribute to and ensure safe practices are implemented and maintained at all times in accordance with the Council's policies and procedures.
19. Carry out all tasks with particular regard to the Council's Health and Safety, Data Protection and Equal Opportunities policies.

Internal Contacts: These include officers within the unit, technical, professional and administrative staff across the council, particularly, Single Homeless Intervention Project (SHIP), Adult Social Care teams including Enablement, Self-Neglect & Hoarding Team, Private Sector Housing Agency (PSHA) officers, Grant Surveyors, Trusted Assessors, Housing Needs Team, community healthcare professionals, occupational therapists, local Clinical Commissioning Group colleagues (CCG) and the local Better Care Fund Support Team.

External Contacts: This will include University Hospital of Lewisham patients and their representatives, Health & Social Care service managers, clinicians, housing providers, charities, agents, owner occupiers, contractors, MPs, Age UK Lewisham & Southwark, voluntary and community sector organisations, Social Prescribing teams.

Duties are to be carried out with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled post holder

Number of fully managed staff: - None

Title:	Grade	No of posts
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Number of partially managed staff: - None

Title:	Grade	No of posts
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THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

JOB TITLE: Health & Housing Co-ordinator

POST NO:

DEPARTMENT: Housing, Regeneration & Public Realm

GRADE: PO3

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short listing and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of short listing.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community. **S**
Understanding of how improving health and reducing health inequalities relates to this post. **S**

Knowledge

Knowledge of elderly or vulnerable client group needs and people with Mental Health problems and a person centred approaches to service delivery **S**
Knowledge of housing legislation, local and national policy in relation to housing options, housing advice and solutions **S**
Knowledge of voluntary and community support services to be able to offer effective referrals **S**
Working knowledge of housing benefit/universal credit rules, the supply and demand issues related to public sector and private housing faced by London Borough Councils **S**

Aptitude

Aptitude for working with databases, IT and monitoring systems **T**
Ability to prioritise competing demands effectively and meet tight deadlines
Ability to communicate complicated concepts clearly, concisely, sensitively and compassionately
Ability to use discretion to make decisions that provide VFM solutions
Aptitude for case management work and attention to detail
Ability to use initiative with minimal supervision to effectively plan projects and write reports.

Skills (Skills can only be used as short listing criteria if the skill is to be tested)

(To Be Tested – T)

Excellent verbal, written skills
Analytical skills
Comprehensive ICT skills
Numeracy and literacy skills

T
T

Experience

- Experience of and commitment to working with vulnerable people and individuals either in a voluntary or professional role. **S**
- Experience of engaging, working or collaborating with housing providers to deliver tangible positive outcomes for individuals. **S**
- Experience in navigating acute, primary and community healthcare and social services **S**
- Experience of communicating effectively with a wide range of people **S**
- Experience of forging relationships to provide positive outcomes **S**
- Experience of meeting demanding targets **S**
- Experience of project management **S**
- Experience of developing new processes to align/complement existing processes **S**

General Education – evidence of relevant qualifications to be produced at interview

Higher level of literacy and numeracy

Personal Qualities

- Passionate about customer care with a can do attitude
- Excellent communicator, personable and empathetic to the needs of customers **T**
- Flexible approach to team working
- Solution focused mindset **T**
- Proactive and creative individual

Circumstances

- Must be able to travel throughout the borough to carry out the functions of the post
- May need to work outside normal office hours to get the job done

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post