



wdh
Job Description

Job Title:	Housing Co-ordinator (Pinderfields)
Grade:	6
Section:	Wellbeing
Reports to:	Wellbeing Team Leader
Responsible for:	None

The Job

Is to:

- assess a patient's housing circumstance, identify housing barriers and provide support to facilitate the effective discharge of clients from hospital back into the community;
- proactively identify patients who are in hospital and in need of housing support to facilitate a quicker and sustainable discharge; and
- provide housing support at the earliest opportunity for people with underlying health problems, to maximise their opportunity to successfully sustain accommodation.

The Bigger Picture

You will:

- co-ordinate an appropriate response to a range of housing issues with the emphasis on helping to facilitate an effective discharge at the earliest opportunity;
- identify and harness local, regional and national initiatives that deliver new opportunities to support the role's objectives;
- develop partnerships to offer practical support to patients returning home, coordinating a range of other support services at the point of a patient being discharged home from hospital.
- be fully aware of appropriate legislation and statutory requirements;
- be aware of and comply with organisational policies and procedures;
- ensure all work is compliant with WDH's approach to equal opportunities, diversity and inclusion, General Data Protection Regulations, human rights and confidentiality; and
- perform any other duties as directed by your line manager that are appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- assess a client's housing circumstances at the point of entering the hospital for treatment, enabling a plan for discharge to be efficient with any barriers to housing being addressed early;
- attend multi-disciplinary meetings and contribute any housing related support interventions to inform the patients timely discharge plan
- navigate with the patient any homeless advice services in and out of the Wakefield area, depending on the patient's local connection;
- explore housing options with patients across all available tenure of housing and assist with expressions of interest;
- help consultants and health practitioners establish care and support plans that include tenancy sustainment support;
- provide advice and assistance to maintain a tenancy and network with available housing support in the community, such as WDH Housing, Health and Social Inclusion services: .
- develop partnerships to offer practical support to patients returning home, such as general repairs, housing cleaning and clearance;
- work within the Mid Yorkshire Hospitals Trust and build strong links to Improve consultants, health practitioner and other operational colleagues understanding of housing in the district;
- collate case studies and performance results demonstrating barriers identified, support provided and outcomes;
- refer clients to appropriate internal services and external organisations, with a view of getting the best outcome for the client;
- accurately record and update client records, reports, support plans and other relevant documentation as required on both WDH and Health and Social Care systems;
- ensure all statistics and management information requested is supplied accurately and to the specified deadline;
- establish, maintain and develop quality relationships with key partners and services;
- maintain effective working relationships with both internal and external partners; and
- undertake effective communication always and positively promote the partnership of the role.

Personal Contacts:

Internal: All employees within WDH

External: Senior managers and officers; statutory, non-statutory agencies including local authorities, health trusts, tenants and residents.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 3 of the Qualifications and Credit Framework, such as A levels, Certificate or Diploma at level 3 or equivalent.	✓		AF/CQ

Determination			
Self-motivated and able to respond effectively when under pressure with the ability to work to tight deadlines.	✓		AF/I
Evidence of the ability to manage a challenging caseload and multiple interventions at any one time.	✓		AF/I
Able to provide solutions to housing issues efficiently using own initiative.	✓		AF/I
Drive and determination to deliver high quality services to customers at all times	✓		AF/I
Effective negotiation and motivation skills	✓		AF/I
Abel to work in pressurised situations.	✓		AF/I
Excellent time management and organisational skills.	✓		AF/I

Nous			
Evidence of providing support to vulnerable individuals.	✓		AF/I
Awareness of the importance of accurate record keeping and General Data Protection Principals.	✓		AF/I
Knowledge of issues that can affect vulnerable people and create barriers to services.	✓		AF/I
Demonstrate an understanding of Equal Opportunities in service delivery	✓		AF/I
Effective communication skills	✓		AF/I
Experience of building relationships with partner organisations.	✓		AF/I
An understanding of the methods of engaging with customers and stakeholders	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Clear verbal and written skills	✓		AF/I
To be able to confidently use PC applications including Word, Excel and Outlook	✓		AF/I
Knowledge and understanding of the WDH Vision and Customer Charter		✓	AF/I
Evidence of previous partnership working		✓	AF/I

Attitude			
Evidence of a customer focussed approach to service users	✓		AF/I
Have a commitment to employee development initiatives	✓		AF/I
Evidence of effective communications with stakeholders and managers	✓		AF/I

Additional Requirements of the Job			
The post holder must hold a valid, UK driving licence with the ability to travel throughout the district and to other locations as required by the business	✓		AF/I
The post holder may be required to work outside normal working hours	✓		AF/I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification