

JOB DESCRIPTION and PERSON SPECIFICATION

Post Title:	Housing Related Support Officer
Reports to:	Housing Enablement Team Leader
Scale:	4
DBS:	Yes

Overall Purpose of Job

- Provide Housing Related Support to patients being discharged from the Bradgate Unit and MH Rehab sites or the UHL sites, to promote holistic recovery and enable independent living and social inclusion.

	Key Roles, Tasks and Responsibilities
1.	Provide case management and organise support services for individuals and families to prevent homelessness, increase self-reliance and build capacity to live independently. To support service users/patients to secure and move into independent accommodation, assisting with the practicalities of moving.
2.	Identify users' individual support needs and, through consultation and agreement with the user, devise and implement suitable support plans to ensure that identified support needs are met.
3.	Encourage and support tenants to live as fully and independently as possible within the local community, providing information, emotional, organisational and practical support and training as appropriate.
4.	Ensuring that individual's needs are met by liaising with other housing, health and social care professionals, benefits, voluntary sector, welfare and advocacy agencies, and other landlords as appropriate.
5.	Work within a team, supporting colleagues and attending team meetings, recording and sharing information appropriately and confidentially.
6.	Keep up to date with issues relevant to housing & support, welfare benefits and other relevant legislation.
7.	To utilise the support that can be provided through Lightbulb when the individual has returned home.
8.	Use regular networking and community activities to promote the service, to enable effective referrals to the service, and to stay informed of client referral options.
9.	Maintain client related documentation and data collection in keeping with professional and organisational standards and service requirements.
10.	Organising and participating in education/promotional events relating to the service. This may include attendance at events or meetings held outside of normal working hours and may involve public speaking or demonstrations.
11.	To ensure or where required as part of your direct responsibility, carry out risk assessments in partnership with key agencies. 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.
12.	To ensure that appropriate safeguarding procedures are in place and adhered to. To work within the LLR SAB guidelines and procedures.
13.	To carry out any other duties as may be deemed necessary by the Housing Enablement Team Leader.

Post Characteristics	
Qualifications, essential experience	See Person Specification
Allowances	Essential Car User
On call/emergency situations	NO
Politically restricted posts	NO

	Health and Safety Responsibilities -
1.	<p>To be familiar with and at all times comply with</p> <ul style="list-style-type: none"> 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, <p>as amended or added to from time to time.</p> <p>To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.</p> <p>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.</p> <p>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.</p> <p>To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.</p> <p>This job description may be reviewed and amended, in consultation with the post holder, in the light of any organisational developments within the Authority.</p>

	Emergency Planning/Response Responsibilities
	To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity Plans and other associated documents

Job Description Details	
Reviewed by:	Housing Enablement Team Leader
Approved by:	Business Partnerships & Health Improvement Group Manager
Evaluated:	A1268
Latest Version Date:	March 2023

PERSON SPECIFICATION

Job Title Housing Related Support Officer

Division Lightbulb

Date completed July 2021

Completed by Housing Enablement Team Leader

Criteria	Essential (E)/ Desirable (D)	Method of Assessment (see overleaf)
<u>Knowledge</u>		
Understanding of issues facing vulnerable people (including those with mental health issues) with housing related support needs including dependency needs, tenancy sustainment, homelessness and general life skills.	E	2,3,4
Awareness of relevant policy frameworks; key housing and other relevant legislation in relation to supporting vulnerable people.	D	2,3,4
Knowledge of relevant welfare benefits sufficient to maximise service users' income.	E	2,3,4
Knowledge of voluntary and community support services to be able to offer effective referrals.	E	2,3,4
<u>Skills/Abilities</u>		
Organisational and literacy skills sufficient to keep case files and update spreadsheets.	E	2,3,4
Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E	3,4
Must be sensitive to the needs of disadvantaged groups in the provision of services and be proactive in addressing particular needs.	E	2,3,4
Ability to prioritise work and to manage a	E	3,4

personal caseload, working with minimum supervision.		
Ability to train and counsel service users.	D	3,4
Able to communicate clearly and effectively demonstrating good negotiation and problem solving skills.	E	2,3,4
Must be able to work as part of a team.	E	2,3,4
<u>Experience</u>		
Experience of assessments, support planning, formulating action plans and reporting outcomes.	E	3,4
Experience of working within a support or care setting dealing with vulnerable people with a range of support needs.	E	3,4
Experience of using a computer to type own letters and reports.	E	3,4
Experience of inputting and interrogating databases and spreadsheets.	E	3,4
<u>Qualifications/Training</u>		
Motivational Interviewing skills and or Solution focused skills.	D	3,4,5
Full UK Driving Licence	E	3,4,5
<u>Other</u>		
Willing and able to work flexible hours including some unsocial hours.	E	3,4
Able to travel around the County/City in pursuit of duties.	E	3,4
Has access to a vehicle which they are willing to use for business purposes.	E	3,4
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.	E	3,4

1. Test prior shortlist
2. Test after shortlist

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3. Application form
4. Probing at interview
5. Documentary evidence