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| **Role Title** | Housing Discharge Lead |
| **Job Family** | **Housing and Adult Social Care** |
| **Competency Level** | **Principal Officer/Manager** |
| **Pay Range / Scale** | **PO3** |
| **Purpose**  To develop and deliver specialist support/advice to Adult Social Care Discharge Team, Mental Health teams and Housing Solutions on borough wide hospital discharge and all related legislative and service issues. To successfully manage the transition from hospital to an appropriate home wherever possible, including designing, agreeing and oversight of pathways to facilitate discharge between services. To be responsible for data gathering and analysis to inform service development and to provide monitoring information on outcomes to Housing and ASC. | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.  Manage escalated or complex customer issues within the relevant area. | Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised. |
| Contribute to the development of service plans to meet strategic business goals. | Strategic and operational input is provided to wider business planning and development.  Customer needs are identified.  Services meet legislative and policy requirements.  Work in partnership with Housing Services, ASC, NELFT and hospital teams to prevent homelessness wherever possible. |
| Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate. | Relevant information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.  Trends and issues are identified and prioritised.  Statutory and procedural obligations are fulfilled.  Management decision making is supported. |
| Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility and across the Health and Social Care system including Mental Health. | Changes to systems, policies and / or procedures are identified and recommended.  All updates, amendments, developments are tested and approved prior to delivery.  Agencies receive prompt, accurate policy / procedural updates.  Service standards are improved. |
| Work closely with others to support/Manage the development and delivery of improvements in processes and procedures. | Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.  Design pathways to ensure early identification of solutions and facilitate hospital discharge  Agreed improvements are developed, delivered and evaluated.  Issues and recommendations are brought to the attention of senior managers.  Benchmark against best practice authorities and agencies as well ascentres of excellence. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Reports are prepared, distributed / presented to the appropriate Boards/ to the required standards and timescales.  Evidence based recommendations are made. |
| Manage a portfolio of Projects and Reviews.  Lead on specific projects as required. | Projects are delivered to agreed specification, timescales and budgets.  Change initiatives are successfully integrated and implemented across all impacted service areas.  Value for money is achieved.  Ongoing savings secured. |
| Co-operate with and support colleagues across a range of agencies. | Colleagues are supported.  Required information is provided. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and without risks to health. |
| ***Job Specific Accountabilities:*** | **End Results/ Outcomes** |
| Design and implement hospital discharge protocols that aligns with Social Care, Mental Health and Housing Statutory frameworks | Production of Discharge pathway and process agreed by Senior Management Teams of Adult Social Care and Housing and developed in partnership with other agencies  Production of related procedure manual that links Council support and care services with hospital procedures |
| Improve understanding relating to housing strategy and housing and homelessness pathways at Whipps Cross and Goodmayes Hospital. | Create, develop and deliver training packages for hospital staff that will help them identify homeless/potentially homeless patients prior to them being discharged including those patients under the care of mental health services in the London Borough of Waltham Forest. |
| Manage a complex caseload of homeless prevention/relief cases arising from discharge processes in Whipps Cross and Goodmayes Hospitals | Resolve cases within Statutory deadlines  Minimize expenditure on both housing and social care by supporting clients into secure and appropriate housing.  Attend MDT meetings and identify appropriate referrals for housing pathways.  Liaise with NHS representatives to ensure discharge protocols are observed from the point of admission. |
| Lead the evaluation of the Discharge project and pathways | Conduct an internal evaluation of success of the Discharge Project and pathways, setting an appropriate baseline for the project, reviewing periodically and producing a detailed evaluation report at month five.  Provide monthly statistical reports that include, but are not limited to, the numbers of assessments, relevant outcomes, options used and support services used.  Work with other agencies on initiatives and funding streams to address rough sleeping and homelessness.  Interrogate statistical data to look for trends and use to identify necessary changes in service delivery. Adjust toolkits and provide training to ensure changes are implemented.  Provide regular updates, through presentations and team meetings, to both hospital and council staff as well as other agencies. |
| Develop robust partnerships and relationships between the NHS, Adult Social Care and Housing | Represent both ASC and Housing on strategic groups, provide high quality training and briefing to health, social care and housing staff, and acting swiftly to address operational problems as they arise |
| Act as in house expert on discharge issues, scanning health, housing and social care sectors for best practice and institutional learning | Make and maintain a wide range of contacts across London with comparable discharge teams/NHS providers  Use institutional learning to inform training and process development |

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| ***Nature of Contacts***  Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding  May involve direct contact with members of the public.  Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.  Deal with people at all levels confidently, sensitively and diplomatically. |
| **Procedural Context** |
| Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.  Decisions will be made based on Council procedures.  Occasionally the post will be expected to work from other locations |
| **Key Facts and Figures:**  **This role is to be piloted in order to determine the benefits of having onsite housing support and homelessness advice in accordance to the housing and homeless pathway and London Borough of Waltham Forest Housing and Adult Social Care Strategy.** |

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| **Resourcing**  Budget Responsibilities**: Nil**  Supervisory Responsibilities: **Nil** |
| **Knowledge, Skills and Experience:**   1. Ability to remain positive and to contribute constructively within the team in responding to work pressures. 2. Ability to effectively manage a diverse and demanding workload with limited supervision. 3. Ability to understand and analyse complex information. 4. Ability to communicate complex information in a simple way to a diverse range of audiences. 5. Ability to display a bias for action, problem solving and taking advantage of new opportunities. 6. Ability to work on their own and identify their own targets. 7. Ability to present complex information in a simple and straightforward way to different client groups 8. Ability to develop and train staff 9. Ability to develop procedures and work instructions 10. Ability to use IT systems. 11. Knowledge of Homelessness and Housing Advice casework. 12. Knowledge of relevant legislation, and of the private rented sector. 13. Experience of providing advice on housing/benefits matters. 14. Experience of managing complex casework. 15. Experience of private rented sector, preferably in a homelessness or housing advice environment. 16. Experience of using IT systems. |
| **Indicative Qualifications**  Degree or equivalent or vocational qualification in relevant subject or area  Evidence of Continuous Professional Development |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |