



## Role Profile

Job Title: <b>Social Care Housing Lead</b>	Grade/ Level: <b>N</b>	Post Number: <b>ENN22</b>
Directorate: <b>Adults Housing &amp; Health</b>	Job Family: <b>Housing</b>	Date Prepared: <b>June 2020</b>

Role reports to (Job Title): **Lettings Manager**

### Job Purpose:

To provide housing advice to applicants, tenants and Social Care Partners ensuring the Council's housing and social care responsibilities are met by assisting applicants, tenants and clients to secure appropriate accommodation.

The priorities of this role are supporting hospital discharge, managing referrals to Extra Care Housing, supporting move-on from Supported Housing, and making best use of council accommodation. This role will also include advice and guidance for internal partners on the range of housing options available and processes and criteria's held for each option.

### Key Accountabilities:

1. Support the timely discharge of vulnerable people from hospital into council accommodation or other appropriate accommodation. This includes liaison with health, housing and social care professionals around adaptations to properties and attending relevant panel meetings.
2. Manage the Learning Disabilities and Vulnerable Adults Waiting List and liaise with Adult Social Care, housing providers and support providers to ensure appropriate nominations are made to void properties in Supported Housing, Supported Living and SBC housing stock.
3. Manage the referrals to Extra Care Housing through liaison with Adult Social Care, housing providers and support providers to ensure referrals are made to void properties in Extra Care Housing. This will include attending and managing the Allocations Panel.
4. Liaise with Adult Social Care and Tenancy Services to ensure effective use of the Pathway Flats, including how to access these units and to ensure timely move on into more appropriate long term accommodation / services is achieved. This role will ensure pathway plans are developed and implemented in collaboration with social care staff.
5. Liaise with housing providers regarding the nomination of vulnerable people with social care needs to access appropriate accommodation.

6. Provide advice to health and social care professionals in applying for social housing via Swindon Homebid and referring to the Housing Options Team where appropriate.
7. Work with support providers to assist people to move on from Supported Housing and Supported Living through Swindon Homebid.
8. Work with housing providers and support providers to proactively manage voids and referrals to maximise occupancy and decrease void times.
9. Work with Adult Social Care to develop and review procedures and processes around accessing housing to include the creation of and delivery of training as required.
10. To work closely with the Homebid Team on maintaining Housing Register applications where applicants/tenants require an adapted home. Meeting with Occupational Therapists and attending panel meetings when necessary to discuss cases and assess priority under Allocations policy.
11. Working with Tenancy Services to ensure that tenants identified as requiring transfer due to a need for adaptations are registered on Swindon Homebid and priority is assessed in line with the Allocations Policy and business need.
12. Allocating adapted properties and hospital discharge cases through shortlist or direct match, ensuring best use of stock, suitability for customer and best use of Council money. Liaising with Project Team and Sales & Development to establish suitability for current nominations or future projects for new specialist housing developments.
13. Prepare information and reports on the voids and allocations of Pathway Flats, Extra Care Housing, Supported Housing and Supported Living. Attend relevant meetings to present this information and reports. This will include monitoring performance through reports in Open Housing and Abritas.
14. Assess, investigate and approve housing applicant's eligibility for housing within the Allocations Policy and current legislation.
15. Interview and assess applicants and tenants in their own homes or at the housing office when required to verify their circumstances and to give advice, information and guidance on all other housing options, recognising when understanding is limited and arranging support from family members, social care and/or advocacy as required.
16. Identify and support vulnerable people, which may include liaison with specialist agencies, to ensure suitability for housing and draw up an appropriate contract of support to help them maintain a tenancy if required.
17. Evaluate applicants medical condition in relation to their housing circumstances by liaising with key professionals and make decisions on the level of priority awarded and the type of property that will best suit their needs.

18. Organise and conduct viewings at vacant properties, checking the property meets the void standard and liaising with the voids surveyor if further works are necessary to ensure the client accepts the property.
19. Maintain the Housing, Health and Adult Social Care IT databases in relation to clients and properties related to this role.
20. Review processes and procedures related to supporting and allocating housing to vulnerable people or people moving on from Supported Housing and Supported Living.
21. To setup and attend relevant meetings including the ASC and Housing Panel, when required, on behalf of the Authority.
22. Initiate and respond to correspondence with clients, partners, Councillors and MPs.
23. Maintain a working knowledge of all housing legislation in relation to allocations.
24. Maintain a general understanding of Adult Social Care services and the departments that fall within this directorate. This will include an understanding of young adults coming into Adult Services from Childrens Services (Transitions).
25. To explore best value housing options that fall within the agreed cost envelope. To minimise the financial impact on the public purse in terms of achieving affordable housing options for vulnerable adults.
26. Achieve performance targets for your areas of responsibility and assist with the overall objectives for the team and for the wider council as well as recording and measuring the financial impact.
27. Identify problems, work to find solutions and support improvements related to housing and social care processes and procedures.

**Supplementary Accountabilities:**

1. Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
2. Promote equality and diversity best practice in all areas of work.
3. Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Stronger Together and undertaking a programme of continuous development.

4. In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

5. Undertaking any other duties that can be accommodated within the grading level of the post.

Swindon Borough will be a place which protects and promotes equality and diversity through Opportunity, Access and Fair treatment whilst understanding and reducing the costs of inequality for Swindon's diverse population. So that everyone can flourish, Swindon will be an equal society which recognizes and respects people's different needs, situations and goals, establishing real freedom by removing the barriers that limit what people can do and can be.

**NOTE:** This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

6. Working within the Council's behavioural framework and keeping to the Stronger Together Values: be self-aware, has integrity, a collaborator, maintains good relationships, is resilient and has clarity of intention.

**Job Scope:**

**No & type of jobs Managed:** None

**Typical tasks supervised/allocated to others:** None

**Job Scope:**

**Budget:** None

**Assets:** None

**Knowledge & Experience:**

**Minimum**

- GCSE Grade C or above, or equivalent in English and Maths.
- Good communication skills and ability to recognise and communicate effectively and professionally with vulnerable people with communication difficulties.
- Considerable experience working with vulnerable adults face-to-face and on the telephone.
- Current driving licence and ability to travel around Swindon.
- Experience of working in housing or similar environment with experience of working with vulnerable adults.
- Good IT skills including use of Microsoft Office.
- Excellent letter writing skills using Word to include composing letters in response to customer enquiries.
- Organisational skills with an ability to have an overview, re prioritise and manage competing demands.

- Excellent communication, across a range of medium and interpersonal skills.
- Understanding of the main legislative framework within Housing and Adult Social Care
- Excellent verbal communication skills
- Experience of lone working and visiting clients in their own homes.
- Ability to extract and interpret information to make decisions within set guidelines without supervision.
- Able to manage a demanding workload and be able to take responsibility for and prioritise own workload.
- Self motivated and ability to work to tight deadlines
- Ability to work collaboratively and proactively with both customers and stakeholders.
- Takes total responsibility for work undertaken and responsibilities
- Able to use own initiative and think laterally and to take a solution focused approach.
- Ability to escalate issues appropriately and understanding of boundaries relating to the role
- Experience of working with statutory agencies or voluntary bodies.
- Experience of setting up and leading multi-agency meetings.

#### **Preferred**

- NVQ Level 3 in Housing and/or Social Care or equivalent
- Experience of producing training material and providing training to staff and/or colleagues
- Experience of allocating properties through a Choice based lettings scheme or similar
- Experience of using Housing related IT systems
- Experience of using Social Care IT systems
- Experience of working in a project environment

#### **Decision Making:**

- Shortlisting of cases and or properties, direct matching where appropriate in line with policy.
- Medical Assessment priorities in liaison with key professionals.
- Approving and assessing housing applications and making decisions on eligibility for housing within the allocations policy and current legislation.
- Deciding on individuals need for contract of support and additional tenancy conditions.
- Assess when the Council may owe a statutory homeless duty and refer to the appropriate department.
- Referring clients for tenancy support when deemed necessary.
- Deciding when a void property needs re-inspection due to refusals on its condition.
- Representing service or organisation at meetings.

#### **Contacts and Relationships:**

- Lone working on a daily basis, meeting clients in their own homes or at void properties.
- Daily contacts with applicants/tenants, which may involve dealing with situations of rudeness, abuse and threats. Dealing with clients with mental health problems, drug and alcohol abuse and ex-offenders.

- Written communication to individuals, MPs, Councillors, and other statutory agencies. Liaison with Social Care, Health Services, Community Mental Health, Probation Service and other statutory and voluntary agencies.
- Presenting reports, including performance information, to senior managers.
- Provide housing advice surgeries to a mix of client groups. Undertake promotional events at various schemes to increase awareness for a range of accommodation.
- Give presentations at meetings and deliver training to a range of professionals.

**Creativity & Innovation:**

- Maintain a professional manner under pressure from difficult clients and be able to respond to a range of situations in a client friendly manner, which is not necessarily limited to defined policies and traditional ways of working.
- Instigate and lead on new ideas and new ways of working to ensure good practice.

**Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

Employee Signature:	
Print Name:	Date
Line Manager's Signature	
Print Name:	Date: