CROSBY HOUSING ASSOCIATION

JOB DESCRIPTION

POST: **CHART Housing Coordinator**

RESPONSIBLE TO: **CHART Manager**

This is an important position within the Crosby Housing Association CHART team. The post holder will work under the direction of the CHART Manager to deliver effective and high quality services to internal and external customers.

It is a role that is key to ensuring the overall success of the Association and requires an enthusiastic, committed individual with a can-do attitude. The post holder will act in accordance with the Staff Charter and support the values of the Association working to uphold such values in all aspects of their work.

OBJECTIVES OF POST:

The Housing Coordinator will assist the CHART manager in developing a service that will meet the following objectives:

To work with service users with severe and enduring mental illness within the Sefton and Kirkby areas of Merseyside, assessing their accommodation and support needs.

To manage a caseload of service users, securing appropriate accommodation and support outcomes, by delivering a service that respects individuals, values diversity, preserves dignity and promotes recovery and inclusion.

To be responsible for resolving housing management issues for service users in the community and securing appropriate accommodation for inpatients to facilitate timely discharge.

To assist the CHART manager in the development of joint protocols and ensuring that agreed policies and procedures are executed effectively in all areas of service user care, confidentiality and housing management.

KEY RESPONSIBILITIES

1. CUSTOMER SERVICES

Working with patients admitted to hospitals

As soon as practicable after admission and working in conjunction with the person admitted and her/his care team, advocate or family members, the Housing Coordinator:-

- assesses her/his accommodation needs and works with health professionals to achieve discharge as soon as practicable;
- Discusses housing options with service users and their care team,
- considers her/his entitlement to state benefits, including Housing Benefit, and signposts as necessary.
- ensures that her/his care coordinator and landlord (if any) are made aware of the admission and of proposals for discharge;
- works with her/him to complete application forms for rented accommodation with a social or other landlord and liaises with landlords as necessary to secure suitable rented accommodation in the area of her/his choice;
- oversees the work of the Housing Support Worker for an agreed period after discharge to ensure that any problems with benefits or the accommodation are quickly resolved.
- manages any vacancies offered by a social or other landlord and vacancies in accommodation
- attends any housing and support related meetings relevant to the service users

Working with people living independently

Where a person's arrangements for independent living are being compromised by her/his health or other problems, such that s/he is likely to need hospital admission, the Housing Coordinator works with others to establish if admission can reasonably be avoided by:-

- visiting the person in her/his home and assessing the nature and extent of the problem(s);

- working with members of various mental health teams as well as the person's advocate, family members and landlord in an attempt to resolve problems and help sustain the person's independent living by:-

- procuring additional support from a variety of sources to meet the identified needs;

- helping her/him to resolve any financial or housing related difficulties (e.g. neighbour nuisance);

- helping her/him resolve any difficulties with her/his landlord, by securing changes/improvements to the accommodation, or by securing alternative accommodation and referral to Environmental Health Department, as necessary.

- referral to other appropriate agencies to help her/him undertake an appeal against denial of benefit entitlement, if necessary.

- Referral to appropriate agencies to defend any action being taken against the person by landlords or others.

Service Development

To maintain and process information to ensure that tenants' rights are respected and wherever possible enhanced. To contribute to the Association by enhancing its services to vulnerable groups.

2. LIAISON AND NETWORKING

Develop in depth knowledge and awareness of the various housing and support agencies within the Kirkby and Sefton community and maintain strong positive links with them.

Develop a network of private landlords.

Work closely with those agencies and the various mental health teams to procure accommodation solutions and enhance the quality of life of the service users.

Attend out-patient appointments, Multi Disciplinary Team meetings, Risk Housing Management meetings and any other meetings relating to the service user or the service as a whole.

Refer or signpost to other services when appropriate.

To promote the work of the team

3. ATTITUDES AND BEHAVIOURS

Maintain client confidentiality; produce written reports after each contact with service users in line with the CHART protocol.

Adopt a positive non discriminatory approach and attitude towards service users and colleagues.

Undertake regular supervision and annual Personal Performance Reviews.

Comply with all relevant policies, procedures and legislation including the Health and Safety at Work Act and Data Protection.

Undertake additional training as appropriate.

4 GENERAL

To attend internal meetings and generally take an interest in the work of both the team and its stakeholders.

Take the lead in chairing meetings relevant to the workings of the CHART team.

To develop the role of both the post and the team

Operate all office equipment.

Cooperate with and if necessary assume the duties of other staff members to ensure the efficient and effective running of both the team and the service

The diverse nature of the Association's current and potential activities requires flexibility from all members of the staff team. This profile cannot therefore ever be an exhaustive list and the CHART Housing Coordinator may be required to take on additional responsibilities commensurate with the post as the business requires.