

Job Description and Person Specification

Post Title:	Hospital Housing Triage Officer
Reports to:	Housing Enablement Team Leader
Scale:	3
Politically Restricted:	No

Overall Purpose

To support the Housing Enablement Team to ensure patients are discharged in line with the service level agreement in a safe and timely manner, keeping patient and partner outcome satisfaction levels high.

- To be the first point of contact for the Hospital Housing Enablement Team, provide administrative support, triaging referrals, allocating cases and signposting to appropriate member of the team/other partner organisations.

Key Roles, Tasks and Responsibilities

1. To deal with all initial enquiries relating to hospital discharge, ongoing homelessness cases, ongoing housing cases and any other housing enablement team enquiries
2. To allocate cases to housing enablement officers and housing support officers once assessed based on multiple factors such as case type, severity, location and urgency.
3. To triage cases and refer them to the most appropriate service.
4. To liaise with relevant partners to ensure the service level agreement timescale is adhered to.
5. Organising and participating in education/promotional events relating to Housing Enablement Team, this may include attendance at events or meetings held outside of normal working hours.
6. To manage assigned resources in accordance with Council policies procedures, budget systems and constitution including the administration of certain budgets
7. To ensure effective liaison with key partners and officers in associated organisations to develop cross boundary strategies on delivery of key Housing Plans relating to this post
8. To ensure or where required as part of your direct responsibility, carry out risk assessments for significant risks within the Council's undertakings. 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.

9. To carry out any other duties as may be deemed necessary by the Housing Enablement Team Leader or the Housing Enablement Service Manager
10. To be responsible for the duty phone line and duty mailbox dealing with enquiries.
11. To be responsible for the assessment, triage and allocation of The Housing Enablement Team referrals within a short timescale to ensure the service level agreement is met.
12. To assist the Housing Enablement Team officers with ordering/sourcing discharge dependent items for the home and arranging travel/accommodation for patients to facilitate discharge from hospital.
13. To provide administrative support, scanning, photocopying, printing and any other administration duties that may be required.
14. To produce reports on performance as requested for the Housing Enablement Team Leader.
15. To be responsible for keeping accurate records, case notes and ensuring the allocation spreadsheet and main spreadsheet are kept up to date.
16. Assessments on properties, delivery of home items and in person triage may be required.
17. This job description may be reviewed and amended in consultation with the postholder, in light of any organisational developments within the Authority.

Post Characteristics

Allowances: Travel Expenses

On call/emergency situations: N/A

Security/safeguarding checks: DBS Enhanced Check

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.

6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Essential:

Organising and maintaining records, files, and databases (*3,4)

Scheduling appointments and maintaining calendars (*3,4)

Desirable:

Making travel arrangements (*3,4)

Knowledge of housing service (*3,4)

A good understanding of NHS hospital discharges, and the pressures associated with this (3,4)

Experience

Essential:

Previous administration experience (*2,3,4)

Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice (*3,4)

Experience of working in a customer services environment (*3,4)

Experience of dealing with people in difficult situations on the phone (3,4)

Desirable:

Experience of working with vulnerable people (*3,4)

Skills/Abilities

Essential:

Deal sensitively with partners/patients in potentially difficult situations (*4)

Able to work under pressure and prioritise work with minimum supervision (*4)

Able to input and analyse information put onto databases (*4)

Able to communicate effectively verbally and in writing (*4)

Qualifications/Training

Essential:

Desirable:

Qualification in administration (*3,5)

Customer Services Qualification (3,5)

Other

Essential:

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 (*3,4,5)

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Housing Enablement Team Leader

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