

Post Title:	Housing and Hospital Development Officer
Grade:	Band 7
Section:	Wellbeing Lincs
Responsible To:	Senior Partnership and Networks Officer
Date Prepared:	November 2022

Job Purpose and Work Objectives

Assist hospitals avoid Delayed Transfers of Care (DToc) by supporting patients:

- Who are in the hospital setting and are homeless or threatened with homelessness
- Whose home is unsuitable following their stay in hospital, or in general
- Who have no one at home to assist them to settle back home after their stay in hospital by facilitating access to the resettlement service
- Who have an identified need for assistive equipment (SADL's) and are unable to access them either quickly enough or at all, through NHS or Adult Care schemes
- Who have needs that Wellbeing Lincs core service can assist to help prevent further admission and needs that can be addressed prior to discharge, as well as identifying if the referral is a priority for the core service

Promotion of the Resettlement service so hospital staff are aware of how to refer people

Service Specific Responsibilities

Hosted by West Lindsey District Council, each post holder will cover the whole of Lincolnshire and travel will be required across and outside of Lincolnshire, to develop relationships, pathways and protocols with hospitals within which Lincolnshire residents are accessing treatment. The post holder will be required to work in an agile manner, co-locating with teams across the county. Flexible working will be supported and encouraged.

The post holder will be required to work with and support as a minimum:

- Support and promote independence to keep people safe and secure – focussed on customer journey. Carry out person centred trusted assessments with patients to identify relevant urgent needs and implement what actions can be made prior to discharge.

- Create support plans showing how needs will be addressed and leaving the patient with a welcome booklet including details of the support plan to ensure all services / agencies working with the patient are linked together in line with patient need.
- Develop and promote a social prescribing ethos, working closely with relevant stakeholders
- Develop and strengthen the links between housing, health and care sectors as well as other stakeholders in Lincolnshire.
- Embed effective pathways, partnerships and protocols to support more effective, timely, and sustainable hospital discharge. By referring to appropriate support services including Wellbeing Lincs and District Housing Department.
- Actively explore opportunities, in partnership with those professionals involved, to enable people to remain safe and well at home for as long as possible – avoiding the need for further hospital admission. Through building strong relationships with the relevant teams within the hospital.
- Maintain an active understanding and awareness of the reasons for delayed transfers of care in Lincolnshire and proactively identify opportunities to address these at the earliest opportunity.
- Represent Wellbeing Lincs at external partnership meetings as required by attending Discharge Meetings etc.
- Remain aware of national and local initiatives, that may be useful to help educate patients in how to actively manage long term health conditions, reducing the chance of re-admission and reliance on statutory services. For example, “What Matters to me”, “Proactive Lifestyle Groups” and “One you Lincolnshire”.
- Develop effective relationships with hospitals, including at ward level and hospital discharge hubs – ensuring awareness of how to access Wellbeing Lincs plus what the service can offer. Achieved by having a presence in the hospital setting, ensuring all NHS staff are aware of when it is appropriate to request Resettlement, refer into core service, etc. This can also be promoted by utilising comms via, NHS intranet, FB, twitter and through the use of the Districts, and local magazines such as parish magazines etc.
- Actively respond to the findings and needs identified by key stakeholders, or Wellbeing Lincs data and trend analysis to maximising opportunities to improve hospital discharge.
- Access the care portal to establish if Adult Care / GP undertook a common housing assessment prior to admission; and/or to establish if hospital staff have undertaken an assessment as early as possible following admission. Also identify any other agencies that are working with the patient to establish the full picture ensuring that the work is patient centred.
- Liaise with patient/ patient family, discharge teams, OT etc to ensure any required support equipment, furniture, fittings, income, benefits, aids, adaptations or anything else that would be required to enable the smooth transition from hospital to the arranged accommodation is effectively managed. Early identification of housing needs will support appropriate housing being sourced and needs met and will inform the discharge date. This is vital where property adaptations are needed.

- Contribute to reports for the Housing, Health and Care Delivery Group, Contract Monitoring Meetings including case studies, analysed data, etc. in a timely manner. Evidencing the impact that the Housing and Hospital Development Officers have within the in-patient setting
- Be aware of all relevant housing legislation and any safeguarding concerns and how to respond in line with policy, procedures and legislation
- Facilitate effective pathways into the resettlement service within Wellbeing Lincs, taking direct action to address and overcome barriers and delays, encouraging the NHS to utilise resettlement and transport at the earliest opportunity to avoid delayed discharges.
- Ensure effective communication and engagement with staff across Wellbeing Lincs, so the wider team are fully aware of the role and engage with them at the earliest opportunity if a customer is admitted into hospital to support and track the patient's journey.
- To engage proactively and positively in wider team meetings and staff conferences to ensure joint working with the core service.
- Ensure effective professional communication and partnership working with colleagues across the housing, health and care sectors.

This post attracts an essential car user allowance.

Corporate Management Framework

The post holder is required to be proficient in all areas within Level Two of the Council's Behaviour Framework.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all their entire staff share this commitment. As part of this commitment all staff will attend a safeguarding briefing as part of their induction and be expected to familiarise yourself with the safeguarding policy.

Corporate and Other Duties

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all their entire staff share this commitment. As part of this commitment all staff will attend a safeguarding briefing as part of their induction and be expected to familiarise yourself with the safeguarding policy.

Generic Competencies

The post holder is required to be proficient in all areas within Level Two and Three of the Council's Competency Framework.

Understanding and Promoting Core Values and Behaviours

In fulfilment of the role, the post holder will be expected to be aware of, take account of and demonstrate the Council's agreed core values and behaviours.

Working corporately and with partners.

Where necessary, to assist and actively contribute to the development and delivery of corporate or partnership projects/initiatives.

Consistent approach - working to the agreed codes of practice.

Where applicable, the post holder will be required to work in line with agreed Codes of Practice

Health and safety, regulatory and legal

- To understand the legal and regulatory framework in which the role will operate and work within it.
- To give due consideration to health and safety in the carrying out of duties.

Signed: _____ Dated: _____



If you require this Job Description in another format eg large print, please contact Customer Services on 01427 676676, by email customer.relations@west-lindsey.gov.uk or by asking any of the Customer Services staff.

Note: This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the post holder and the Council in understanding the prime functions of the post. It should not be regarded as exclusive nor exhaustive as there may be other duties and responsibilities associated with and covered by the grading of the post.

Management has the right to vary the duties after consultation with you.