

Job Description

POST TITLE: Health and Housing Needs Manager

POST NUMBER: 39-1617

GRADE: Band 10

RESPONSIBLE TO: Housing Solutions Manager

RESPONSIBLE FOR: Health and Housing Needs Teams

Overall objectives of the post

- Provide an excellent occupational therapy service to South Tyneside Homes customers.
- Deliver an assessment and advice service, matching customers to pre-adapted property and to assess applicants for the award of medical, welfare and hardship priorities.
- Work with the Housing Solutions Manager to develop and implement the company's strategic direction in relation to the provision of a customer focused enhanced housing options and advice service by identify and responding to new legislation, researching good practice and innovative solutions and integrating these into strategy development and policy and procedure reviews.
- Have a detailed understanding of relevant legislation and use that knowledge and experience to lead on strategy and policy development supported by robust service improvements for the service, which take account of best practice.
- Manage and implement a comprehensive triage service, through a risk based framework, to customers who may be at risk of failing in their tenancies, proving appropriate support to sustain tenancies and encourage and facilitate independence, quality of life, health and well-being.
- Ensure the service provided are fully integrated and delivered to the highest quality of customer care and focus, through a positive can do culture with an outcome based approach to achieving agreed priorities and targets across all service areas.
- Develop effective partnerships with internal and external stakeholders to ensure that our resources are targeted at our diverse customer groups, in order to achieve the best use of our stock and high levels of tenancy sustainment.
- Ensure statistical data is produced, maintained, analysed and interpreted to identify service and performance deficiencies and use the data effectively to develop and implement improvements.

Key tasks of the post

Occupational Therapy

- To support the Housing Solutions Manager to develop and monitor standards of professional practice to achieve positive outcomes for the service users.
- To provide professional and management advice, leadership and supervision of the Health and Housing Needs Team.
- Lead on the assessment of applicants for the award of medical, welfare and hardship priority.
- To oversee the allocation of casework to the team members, ensuring that workload is prioritised according to level of need and oversee effective case management from first point of contact.
- Assess needs of persons with a long term illness or disability who need to be rehoused into more appropriate accommodation, assessing and recommending minor work and adaptations in line with current legislation and local policy and processes.
- Carry a caseload comprising more complex cases and work collaboratively with clients to assess their needs, provide specialist advice, negotiate solutions and review outcomes.
- Develop relationships with partners and develop a detailed knowledge of specialist equipment which can be provided to support customer needs.
- Prepare written reports indicating needs and recommendations, including exceptional circumstances where necessary.
- Develop and manage an effective register of assets and attributes which can be matched to customer needs, minimising spend and maximising resources.
- Provide specialist support to the occupational therapist and medical caseworker
- Prepare cases for direct let consideration
- Deal effectively and efficiently with enquiries and complaints.

Triage and Tenancy Sustainment

- Develop and manage a robust and effective risk based triage framework which promotes and supports tenancy sustainment and seeks to assess customers when applications for housing are submitted.
- Assess applicants and provide practical advice, information and support on a wide range of issues including housing, carrying out affordability assessments, welfare rights checks, personal finance and financial capability checks, life skills, and the promotion of personal independence whilst identifying support requirements, prior to allocation to help applicants to sustain their tenancies.
- Assist housing applicants or existing tenants with their life skills, money management, social skills, health and well-being in order to promote their independence and successfully sustain their tenancy.

- Develop initiatives that will assist housing applicants or existing tenants to enhance their social opportunities, health, education, employment and interpersonal relationships.
- Oversee the allocation of casework to team members, ensuring that workload is prioritised according to level of need and oversee effective case management of housing applicants or existing tenants requiring support to ensure appropriate assessments and support packages are carried out which help to sustain tenancies.
- Assess individual support needs of prospective new tenants or existing tenants and liaise with stakeholders and partners to negotiate and agree their participation in supporting the individual.
- Effectively maintain records of all cases within their geographical area and liaise with appropriate teams and any external agencies as necessary, during the commencement of tenancy to ensure that any support is effective with the aim to lessen the amount of time required to support individuals and eventually achieving a "watching brief" and low level monitoring.
- Act as the first point of contact in all matters relating to the pre-allocation of a tenancy for those tenants with more complex needs to ensure tenancy sustainment and to actively involve and coordinate relevant teams and agencies to ensure all relevant information and support is in place to sustain the tenancy.

Corporate

- Provide motivational leadership and support to the team, ensuring clarity of direction, effective communication and development of personal potential.
- Ensure the effective management, recruitment, deployment, training and appraisals of all staff within the service.
- Ensure a positive performance related culture within the team delivering the highest standards of customer care, with priorities and targets understood by all staff.
- Ensure that you and your team promote equality and value the diversity of colleagues, customers and partners, both in the delivery of services and in the workplace.
- Be responsible for communicating with colleagues both within the directorate and the organisation to aid consistency and the sharing of good practice.
- As a member of the Management Team participate and contribute to the delivery of all corporate and services objectives.
- Manage the team to ensure compliance with all relevant legislation, guidance, policies and procedures.
- Proactively support and work with other services within South Tyneside Homes and in partnership with other stakeholders, agencies, individuals and other groups to maximise income and achieve our financial inclusion objectives.
- Ensure that all risk management and health and safety arrangements operate effectively across the company.

- Assist with the development of new initiatives and services to ensure that future business opportunities are appropriately considered.
- Manage the team's budget, monitoring the expenditure and costs against delivered and realised benefits.
- All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.
- All employees have a responsibility of care for their own and others health and safety.
- The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.
- You are expected to have a flexible approach to your working hours which may include attending some out of hours meetings.

Person Specification

Post title	Health and Housing Needs Manager
Post number	39-1617
Grade	Band 10

	Essential	Desirable	Method of assessment
Educational attainment	<ul style="list-style-type: none"> • Degree/Diploma in Occupational Therapy • Active Health and Care Professionals Council registration • Evidence of continuing professional development 	<ul style="list-style-type: none"> • Formal management training. 	<ul style="list-style-type: none"> • Application
Work experience	<ul style="list-style-type: none"> • Experience of leading and motivating diverse teams and individuals • Experience of working in a social housing, options, advice and needs service at a management level • Experience in leading a team • Qualified OT supervisor • Experience of multi-agency working • Experience of budget management • Experience of change management 	<ul style="list-style-type: none"> • Experience of dealing with mental health support • Track record of tenancy sustainment • Experience of risk management, change management and benefits realisation • Experience of improving services and performance for stakeholders 	<ul style="list-style-type: none"> • Application • Interview • Refs • Presentation
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> • Thorough knowledge of legislation and best practice relating to housing options, advice and needs. 	<ul style="list-style-type: none"> • Good understanding of multi-agency working 	<ul style="list-style-type: none"> • Application • Refs • Interview

	<ul style="list-style-type: none"> • Clear leadership skills, which inspire, empower, motivate and develop teams and individuals. • Knowledge and understanding of statutory requirements, best practice and current trends in health and housing • Ability to develop effective working relationship with all stakeholders • Ability to forward plan, prioritise, review and make best use of the resources available to meet objectives and targets. • Ability to generate ideas and practical solutions to contribute to the vision and to meet changing demands • Good communication consultation, verbal and written skills • Good IT skills 	<ul style="list-style-type: none"> • Ability to effectively manage team budgets • Evidence of involving customers to improve service delivery. • Good awareness and understanding of equality issues 	
Disposition	<ul style="list-style-type: none"> • Positive attitude to training and appraisal • High personal standards of integrity • Willingness to attempt new challenges and approaches • Committed to delivering an excellent customer service • Able to use initiative • Committed to Equality and Diversity 	<ul style="list-style-type: none"> • Ability to influence and persuade others • Ability to solve problems • Tactful and diplomatic 	<ul style="list-style-type: none"> • Interview • Refs
Circumstances	<ul style="list-style-type: none"> • Flexible working 		<ul style="list-style-type: none"> • Application

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| | <ul style="list-style-type: none">• Full current driving license with own transport or access to Mobility Support | | |
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