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| **Job Description** |
| **Post title** | Duty to Refer Co-ordinator |
| **JE Reference No** | N10930 |
| **Grade** | 11 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing - Housing Solutions |
| **Reporting to** | Housing Manager  |
| **Location** | Your normal place of work will be Crook CAP or Seaham, but you may be required to work at any Council workplace within County Durham and Darlington |
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| **DBS** | This post **is** **not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The Duty to Refer (DTR) co-ordinator will work with public bodies who have a responsibility under the DTR to notify local authorities when they think someone may be homeless or at risk of homelessness, as required by the Homeless Reduction Act 2017.

The postholder will enable the delivery of the Homelessness and Rough Sleeper Strategy by identifying risks of homelessness early, preventing homelessness and reducing rough sleeping. There will be a specific focus on the implementation of the ‘Housing and Hospital Discharge Protocol’, the planned release of prisoners across the region and a joined-up approach with the local authority’s Adult’s and Children’s Services.

This role will enhance a currently ‘limited offer’ and will concentrate on a multi-agency partnership approach. It will also assist the NHS in their response to COVID and prevent prolonged stays in hospital by sourcing appropriate accommodation for clients, whilst working with key partners.

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| **Duties and responsibilities** |

* Development of a referral pathway under the DTR for prison releases, hospital discharge and Local Authority Adult and Children’s Services.
* Support any funding bids relevant to the post.
* Provide regular monitoring information and data to advise on targeting future resources and homeless strategies for housing services across the region.
* Link into additional homeless projects and resources as necessary.
* Work with local authorities to share best practice and project monitoring; in particular by reporting to relevant partnership groups.
* Produce an annual report around outcomes, delivery and future recommendations of the project.
* Develop and lead on local multi agency groups to target the specific needs of those client groups under the DTR and support their move into suitable housing.
* Ensure the service is provided within budget and contribute to the preparation of budgetary information.
* Develop and deliver training and briefings for internal and external staff.
* Supervision and management of team members within the Project.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 4 or equivalent
 | * A degree in a housing or health related field.
* Evidence of further Professional Development
* Qualified Member of the Chartered Institute of Housing or other relevant professional membership
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| Experience | * Managing people
* Working with the public
* Experience of partnership working
* Experience of working in a similarly challenging role

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* Managing budgets
* Experience of writing bids and sourcing funding
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| Skills & Knowledge | * Problem solving
* A good understanding of housing services
* A detailed understanding of the homelessness function
* A detailed understanding of housing options
* An understanding of Government agendas surrounding Crime and Disorder Act 1998, Homeless Reduction Act 2017 and Rough Sleeper Initiatives
* Excellent verbal and written communication skills
* Ability to effectively screen, prioritise and allocate referrals and lead teams in the implementation of multi-agency packages of support.
* Ability to develop service standards and objectives.
 | * Knowledge of national and regional housing issues
* An understanding of related policies, programmes and legislation such as safeguarding.
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| Personal Qualities | * High commitment to customer care
* May be required to work outside of normal office hours.
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).
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