

Complex Care Coordinator Range 5

See Job Profile for full duties.

Main duties include:

To provide specialist housing solutions casework and advice for households with housing needs who are being discharged from a medical or care facility.

Work across the housing, Social Care, and medical facilities to ensure that households due for discharge have needs appropriate accommodation to enable them to leave the medical or care facility.

Work effectively with senior stakeholders in statutory, voluntary and other delivery sectors across (e.g. housing, substance misuse, primary and secondary care, VCS, NHS and social care).

Identify barriers which are prevent discharged from a facility, engaging with officers, services and relevant multi agency teams.

Coordinate, develop and deliver positive outcomes for service users based on the evidence of best practice for therapeutic interventions, using co production principles

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 5A:</u>	<u>Requirements at this level in addition to level 5A:</u>	<u>Requirements at this level in addition to level 5A and 5B:</u>
<u>Qualifications</u> Educated to degree level or relevant experience, which demonstrates attainment,	<u>Qualifications</u> Role specific qualification	<u>Qualifications</u> Completion of role specific training as identified during Performance Appraisal Review
<u>Knowledge</u> Demonstrate knowledge of housing, homelessness, social care and complex case management, and relevant partners within the Medway area. A comprehensive understanding of the different service functions [housing/social care], and	<u>Knowledge</u> Demonstrable understanding of the contribution that housing can make to meet the aims and objectives of partners including social care and health Comprehensive understanding of delivery	<u>Knowledge</u> Demonstrable understanding of the complex relationships between statutory agencies as they relate to housing and homelessness.

<p>how they relate to each other.</p> <p>Detailed working knowledge of the welfare benefit system and its application.</p> <p>Working knowledge of landlord and tenant issues and best practice in resolving them</p> <p>Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation</p> <p>Understanding of current best practice in preventing homelessness</p>	<p>of Disabled Facilities Grants in line with current legislation</p> <p>A thorough understanding of the law relating to landlord and tenant legalisation as it affects the private and social rented sector.</p> <p>Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practices</p> <p>Knowledge of developing and maintaining strong partnerships</p> <p>A good and practical understanding of housing duties owed by Local Authorities to those who are homeless or at risk of homelessness</p>	<p>Up to date knowledge of Government policy in relation to housing, health, social care.</p> <p>Knowledge of local social and healthcare services and an ability to navigate systems and pathways into services</p> <p>Advanced knowledge of homelessness prevention practices and comprehensive housing options advice, including other areas such as Adult and Child Safeguarding, sexual violence, exploitation, and human trafficking.</p>
<p><u>Experience</u></p> <p>Experience of coordinating internal and external stakeholders, when responding to a common problem.</p> <p>Experience of delivering customer focused services in a multi-agency setting</p> <p>Experience of developing, designing and distributing communication materials at multiple levels (professionals, customers and internal stakeholders)</p> <p>Experience of building positive relationships with both internal</p>	<p><u>Experience</u></p> <p>Experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary.</p> <p>Relevant demonstrable experience of case management and delivering case-coordination in a multiagency setting in a related field.</p> <p>Experience of working with a range of stakeholders and partners on housing related projects to achieve shared outcomes and meet local needs</p>	<p><u>Experience</u></p> <p>Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.</p> <p>Experience of interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications.</p>

<p>and external agencies & collaborating with colleagues to improve outcomes & joint solutions to support clients.</p>	<p>Experience of engaging and negotiating with partners and stakeholders, being diplomatic and approachable and capable of managing expectation and resolving conflict</p> <p>Experience of devising, developing, and implementing successful innovations in service delivery</p>	<p>Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies</p>
<p><u>Skills</u></p> <p>Demonstrable ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues.</p> <p>The ability to build and maintain close working relationships with relevant stakeholders</p> <p>Able to anticipate problems and provide effective and innovative solutions as well as preventing potential problems.</p> <p>The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role</p> <p>Able to lead, build, motivate and manage teams to achieve individual and organisational goals.</p>	<p><u>Skills</u></p> <p>The ability to undertake effective evaluation of the discharge barrier, to enable the assessment and appraisals of what is required for a positive discharge pathway</p> <p>Ability to present complex information and reports in a concise and clear manner either orally or in writing.</p>	<p><u>Skills</u></p> <p>Strong influencing and stakeholder management skills and the ability to build relationships at all levels</p> <p>Ability to explore models of homelessness prevention and best practice, specifically in relation to personalisation and the prevention of rough sleeping and provide recommendations to Partners on how to implement best-practice</p> <p>Proven ability in brokering and leading complex, high level partnerships internally and externally</p> <p>Ability to organise specialist team operations. This will</p>

		involve strategic planning and coordination of services along with project management