

## Job Description

Job title	Complex Case Co-ordinator [Housing, Health & Social Care]
Directorate	Regeneration, Culture and Environment
Division	Housing – C&C
Range	MPR 5
Reports to	Housing Strategy & Partnership Manager

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### Main purpose of the job:

To provide specialist housing solutions casework and advice for households with housing needs who are being discharged from a medical or care facility. Be the link person between the housing, Social Care, and medical facilities to ensure that households due for discharge have accommodation that is appropriate to their needs to enable them to leave the medical or care facility in a timely manner.

Establish effective working relations with senior stakeholders in statutory, voluntary and other delivery sectors across housing, substance misuse, criminal justice, physical and mental health, primary and secondary care, NHS and social care.

Identify barriers which are preventing discharge from a named facility, engaging with officers, services and where appropriate MIST or MEAM.

In conjunction with other partners to coordinate, develop and deliver positive outcomes for service users based on the evidence of best practice for therapeutic interventions, working with service users to ensure co-production and co-design of service improvements

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

Attend operational groups to discuss service users' needs and situations, to enable swift access to appropriate services and ensure that barriers are addressed so that service users can access suitable services.

Engage with officers and services to ensure discharge pathways are created and implemented, ensuring the service user is at the heart of the plan.

To lead and coordinate information from all parties including the service user to ensure the discharge pathway is effective, manageable and time sensitive.

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Identify, develop and promote partnerships and initiatives to drive service improvement to support the discharge pathway, including evidence bases, monitoring and evaluation.

Create/review current referral processes for the named facilities discharge to ensure smooth transitions from discharge to settled accommodation, this may include where required temporary/alternative accommodation

At manager's discretion, other activities may be assigned that fit the job description.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand in the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Housing Strategy & Partnership Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will need to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

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### Person specification

All criteria at level A should be considered essential requirements.

#### Qualifications

##### Level A

<Educated to degree level or relevant experience, which demonstrates attainment.

##### Level B (in addition to level A criteria)

<add in role specific qualification>

##### Level C (in addition to levels A and B)

< Completion of role specific training as identified during Performance Appraisal Review >

#### Knowledge

##### Level A

<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 how they relate to each other.

Detailed working knowledge of the welfare benefit system and its application.

Working knowledge of landlord and tenant issues and best practice in resolving them

Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation

Understanding of current best practice in preventing homelessness

##### Level B (in addition to level A criteria)

<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 of Disabled Facilities Grants in line with current legislation

A thorough understanding of the law relating to landlord and tenant legalisation as it affects the private and social rented sector.

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

Knowledge of developing and maintaining strong partnerships

A good and practical understanding of housing duties owed by Local Authorities to those who are homeless or at risk of homelessness

##### Level C (in addition to levels A and B)

Demonstrable understanding of the complex relationships between statutory agencies as they relate to housing and homelessness.

Up to date knowledge of Government policy in relation to housing, health, social care.

Knowledge of local social and healthcare services and an ability to navigate systems and pathways into services

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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.

### Experience

#### Level A

Experience of coordinating internal and external stakeholders, when responding to a common problem.

Experience of delivering customer focused services in a multi-agency setting

Experience of developing, designing and distributing communication materials at multiple levels (professionals, customers and internal stakeholders)

Experience of building positive relationships with both internal and external agencies & collaborating with colleagues to improve outcomes & joint solutions to support clients.

#### Level B (in addition to level A criteria)

Experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary.

Relevant demonstrable experience of case management and delivering case-coordination in a multiagency setting in a related field.

Experience of working with a range of stakeholders and partners on housing related projects to achieve shared outcomes and meet local needs

Experience of engaging and negotiating with partners and stakeholders, being diplomatic and approachable and capable of managing expectation and resolving conflict

Experience of devising, developing, and implementing successful innovations in service delivery

#### Level C (in addition to levels A and B)

<Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.

Experience of interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications.

Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies>

### Skills

#### Level A

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.

The ability to build and maintain close working relationships with relevant stakeholders

Able to anticipate problems and provide effective and innovative solutions as well as preventing potential

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problems.

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

Able to lead, build, motivate and manage teams to achieve individual and organisational goals.

### [\*\*Level B \(in addition to level A criteria\)\*\*](#)

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

Ability to present complex information and reports in a concise and clear manner either orally or in writing.

### [\*\*Level C \(in addition to levels A and B\)\*\*](#)

Strong influencing and stakeholder management skills and the ability to build relationships at all levels

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

Proven ability in brokering and leading complex, high level partnerships internally and externally

Ability to organise specialist team operations. This will involve strategic planning and coordination of services along with project management.