**Manchester City Council**

**Role Profile**

**Mental Health Housing Options Advisor, Grade 6**

**Manchester Move Service, Neighbourhoods Directorate**

**Reports to: Team Leader**

**Job Family: People Care and Support Direct**

**Key Role Descriptors:**

The role holder will deliver high quality support for service users, managing existing and future risks through assessment, and creating plans which ensure the individual needs of service users are appropriately considered.

The role holder will assist service users to engage with support services provided by both statutory and voluntary agencies, ensuring that the client is appropriately supported and therefore able to contribute actively in the community.

The role holder will provide advice and expertise to partner agencies and stakeholders to promote the service and represent the rights and needs of the vulnerable residents of Manchester.

**Key Role Accountabilities:**

Establish and maintain relationships with service users to challenge their existing patterns of behaviour. Work proactively with appropriate stakeholders to assess the individual’s needs and ensure positive outcomes.

Provide support and advice to service users which provide the opportunity to engage with appropriate local and national organised and community based services.

Monitor, evaluate and review assessments as required determining suitable adjustments to ensure that service users are able to achieve their agreed goals.

Work with colleagues and stakeholders to produce plans that use service users individual needs to identify and reduce their vulnerability to risk situations.

Promote the service strategies across the organisation and to other statutory and voluntary agencies.

Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for vulnerable residents of Manchester.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The role of the Mental Health Housing Options Advisor sits within the Manchester Move service at Manchester City Council but is based within Greater Manchester Mental Health (GMMH) services. This ensures the smooth operation of a critical service to ensure the best use of GMMH resources and that patients can be discharged appropriately from hospital when they are medically fit to do so. The service is based across Greater Manchester (and occasionally across a wider area) and travel is expected to all sites.

The roleholder will provide active housing case management for people with mental health needs who use GMMH provided or commissioned inpatient, rehab and step-down services to secure a housing and/or support option that will facilitate discharge.

They will provide an information, advice and support service to people with mental health needs and their families and carers, who are currently in inpatient facilities and require support in establishing housing options. Close and positive links with Housing Solutions, Manchester Move, Registered Providers and other services are critical to progress cases in a timely way. This may be via a rehousing or homelessness application that the roleholder will take ownership of.

The need for developing positive and constructive relationships with all services is vital.

The roleholder will be expected to resolve complex housing/tenancy issues that threaten the discharge of a service user from an inpatient or step down facility provided, managed or commissioned by GMMH . They will work proactively with GMMH professionals who will refer cases to the role holder.  This can involve a range of complex work in negotiating and progressing cases often in challenging timescales.

The roleholder needs to be flexible in the approach to their work in terms of travel across Greater Manchester both within GMMH and partner sites and undertaking home visits where necessary.

The roleholder will contribute to the development and promotion of best practice by developing training to ensure that GMMH services have a working knowledge of the local housing options, how to access them and practical resolution-based methods of solving complex housing issues. They will ensure the smooth running and administration of the service including the maintenance of accurate case and other records, and the preparation and submission of written reports and monitoring data, as required.

As a minimum level of delivery, the officer is responsible for ensuring that the set targets are met and to comply with all monitoring and evaluation requirements for the service.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

**Communication Skills:**

* Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

**Analytical Skills**

* Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.

**Planning and Organising:**

* Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority

**Problem Solving and Decision Making**

* Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken

**Creative Skills**:

* Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

**ICT Skills**:

* Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**

* Must consent to and apply for a DBS disclosure check.
* Must have a full driving licence and access to a car is required on a daily basis