**Manchester City Council**

**Role Profile**

**Housing Options for Older People Advisor, Grade 6**

**Housing Services, Neighbourhood Directorate**

**Reports to: Senior Rehousing Officer**

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

**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 postholder 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.

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**Role Portfolio:**

The Housing Options for Older People (HOOP) advisor is a key role that works closely with colleagues in Adult Social Care, Health Services, Manchester Move, Registered Providers and Voluntary Sector partners to provide an information, advice, advocacy and support service for older people and their families and carers who wish to consider the housing options open to them and make informed choices about their future. The work is cross tenure and city wide and the postholder will be working with residents across a range of different housing; including with those who may be homeless.

The postholder will also be the main point of contact for health and social care professionals where housing options are required. Most referrals will be made via these routes and the ability to foster and maintain strong working relationships is critical as is raising awareness of the service to ensure a flow of referrals.

The postholder will work closely with colleagues to ensure the best use of the Neighbourhood Apartments and ensure that move on options are discussed and implemented for residents.

The postholder will prepare and present cases to the Extra Care panels to ensure that residents can be considered for their preferred housing options. They will also carry a wide knowledge of other available housing options across general needs and older person’s services in Manchester and be able to advise applicants accordingly.

They will support individuals who need assistance with all aspects of the housing process and will provide the requisite practical help to implement their chosen housing option. This will include submitting and verifying housing applications, bidding, viewing and the co-ordination of practical aspects of moving home. There will need to be an understanding of welfare benefits and an ability to signpost to a range of related services.

The postholder will also provide residents with information and advice about possible sources of assistance which might help them to improve, repair or adapt their own home.

Work will be office and home based along with the need to visit other offices and resident’s homes across Manchester.

They will need to ensure the smooth running and administration of all aspects of the work 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 role meets the targets specified by funders of the post 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**

Good literacy and numeracy skills to undertake calculations and produce letters and other documentation

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.

Ability to communicate clearly, concisely, accurately and in ways that promote understanding.

Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.

**ANALYTICAL SKILLS**

Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.

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

Ability to present information using simple descriptive statistics; mathematical averages, percentages, appropriate tables and charts

**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**

Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.

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)**

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● Must consent to and apply for a DBS disclosure check.

Must have a full driving license and access to a car is required