



Cumberland Council

Post Specification

Date	22/02/23
Post Group Number	7633
Post Title	Home Improvement Agency Liaison Officer
Job Family	Customer Engagement
Job Family Role Profile	CE8ii
Final Grade	8

To be read in conjunction with the job family role profile

Service Area description

The Cumberland Home Improvement Agency (CHIA) utilises both internal and external grant funding to provide home improvements to a broad range of eligible residents based on financial and/or health needs. The service supports residents throughout the process from application to completion of work. Our aims are to promote independence, well-being and energy efficiency within the home in order to reduce overall need for healthcare interventions and to help address fuel poverty.

Purpose of this post

The Home Improvement Agency Liaison Officer will provide a link between various multi agency health and social care partners in the area and the services provided by CHIA. The overall purpose of the post will be to progress the services offered by CHIA and to assist with the Council's offer under the Better Care Fund allocation, to assist with the timely discharge of patients from hospital and prevent ill-health from housing issues.

- Help and coordinate HIA services for patients at risk of unscheduled admissions and to assist the discharge from hospital, or social care facilities, that may be delayed due to housing issues.
- Provide a link and a point of contact between health, social care and community services and HIA and the Council's Housing function covering Disabled Facility Grants.
- Raise awareness of HIA's services and encourage joined-up working.
- Manage a caseload of customers to offer advice and assistance, including housing grant applications, financial means testing to confirm grant eligibility, arrange any works with contractors and provide advice on specialist options (i.e dementia hoarding etc), all with a general purpose to enable people, to be discharged from hospital and social care facilities; remain independent and healthy at home, and to improve their housing conditions.

Key job specific accountabilities

1. Provide and co-ordinate information, advice, referral and support services for Cumberland residents who wish to repair, maintain or adapt their existing homes. To consider other housing options for these residents, particularly for those who are involved with health services.
2. Act as the point of contact for the HIA to establish customer needs and advise on the range of services that the HIA can provide. To give telephone advice and visit customers in their

own homes when required, identifying and organising measures and works to maintain and support independent and healthy living.

3. Identify and assist with applications for financial assistance that may be available including Discretionary Housing Grants. Making consensual referrals to internal and external agencies.
4. Ensure the smooth running of the HIA by administering referrals, creating and updating records on case manager and relevant software, allocating jobs to contractors and handypersons, processing job sheets, mileage claims and invoices, maintaining and ordering stock and following general office procures for the supply of goods.
5. Participate in training and staff development opportunities and keep up to date with new legislation and policy through attendance at training courses, blended learning, etc.
6. Work with health and social care stakeholders to develop referral mechanisms for vulnerable people to access the service and to promote the service including assisting with the preparation and delivery of special campaigns and events when required and directed.
7. Raise awareness and promote the services of the HIA and Housing team to health and social care services to encourage referrals from other agencies to the services.
8. Comply with policies and legislation relating to, safeguarding, confidentiality and Data Protection.
9. Promote Best Value, excellence in customer service, a focus on continuous improvement and the promotion of these in the delivery of services and employment within the context of equality of opportunity and cultural diversity.
10. Implement and monitor a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
11. Establish and maintain effective two-way communication with staff, colleagues, Members and customers, seeking out and responding to opinions in order to further enhance the quality of service delivery.
12. Undertake such other duties that are required from time to time and are commensurate with this position.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• None
Staff Management Responsibilities	• None
Other	•

Essential Criteria - Qualifications, knowledge, experience and expertise

- GCSE Maths and English grade A* to C or equivalent qualification and/ or experience
- Professional qualification in health, housing or social care (Desireable)

- Understanding and appreciating of the needs of older, disabled and vulnerable people and households
- Experience of working with vulnerable groups
- Knowledge and experience in social care, voluntary or health care setting (Desireable)
- Knowledge around living with dementia and support services.
- Understanding of the role of HIAs
- Experience of working with financial information
- Experience of working with the public face to face; in writing and by phone
- Knowledge and use of database and spreadsheet client records systems
- Knowledge and understanding of the Local Authority Housing Assistance process (Desireable)
- Knowledge and understanding of policies relating to safeguarding, confidentiality, data protection and lone working.
- Good understanding of the variety of services available to meet the individual needs of services users
- Experience of giving talks and presentations to groups of people
- Experience of effective listening and and of motivating change in individuals who may be either distressed or present behaviour that challenges
- Ability to be flexible and adjust to a changing environment, while effectively prioritising and organising own workload to meet deadlines.

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced – Adults

Job working circumstances

Emotional Demands	Emotional stress from dealing with clients who may be terminally ill & very frail
Physical Demands	None
Working Conditions	Carrying out site visits to potentially dirty and/or infested and hoarded properties. Often witnessing distressing home environments

Other Factors

- Willingness to undertake training to develop within role
- Ability to travel within a Cumberland Locality area at short notice
- Driving licence and access to a vehicle