

## Homelessness & Health Support Co-ordinator

## Role Profile

**Service:** Housing Options Service Trafford (HOST) – Place  
**Band:** Band 3  
**Reporting to:** Principal Manager  
**Responsible for:** No direct reports



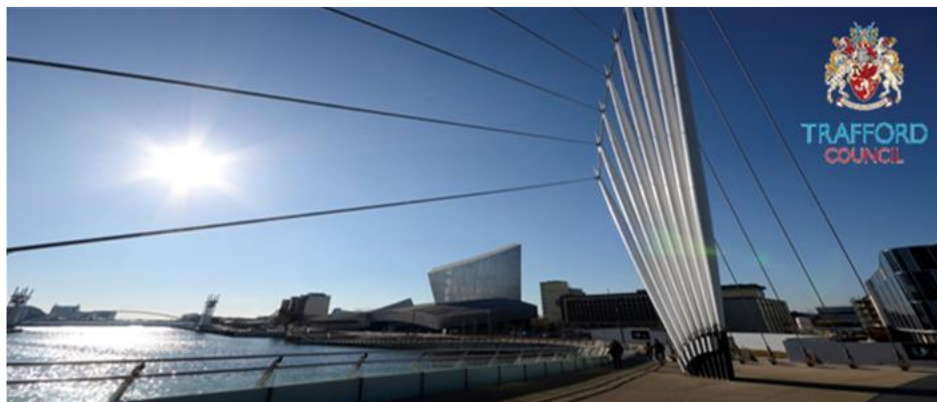
### About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities prosper***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



### Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

The Housing Options Service Trafford (HOST) sits within the Growth, Communities and Housing Service. The HOST function provides a responsive and effective service to homeless residents of Trafford.

### Your Main Priorities

- Co-ordinating and facilitating a mobile health offer for homeless and rough sleepers in Trafford. Involving the arranging of events, dealing with customers and partner agency enquiries and providing support to the Rough Sleeper Team and Principal Managers.

### Key duties

- Organising and arranging the mobile health events, which run over a 3-4 day period each month.
- Being the key communication link between accommodation and venue management.
- With assistance from the Communications Team, promote and communicate about upcoming mobile health events in a timely manner.
- Preparing well-being packs for events, including purchasing items needed for the pack contents.
- Acting as the key point of contact with internal and external support services and with clinical teams to ensure sufficient health cover for events.
- Co-ordinating and facilitating event days, ensuring customers are supported on the day and clinicians' time is managed effectively.
- Ensuring mobile treatment venues are booked for any events when needed and that the mobile management are kept up-to-date with any schedule changes.
- Ensuring correct referral documents are taken effectively at the events and kept in a secure manner.

- Discussing with customers about planned interventions and ensuring that agreement is consented.
- Ensuring relevant referrals are followed up with customers after events have taken place.
- Accurately recording data captured from events and submit data to Public Health, Housing Teams and Corporate Directors in a timely manner to help inform decision-making.
- Preparing reports and statistical analysis following the events to summarise who attended, where and what health advice/referrals or sign posting was provided.
- Providing any necessary homeless and health support to the Principal Manager and Rough Sleeper Team at HOST when required.

## About You

### Qualifications and Professional Development

- GCSE in English and Maths (Grade A-D) / NVQ 2 in Business Administration or equivalent level qualification
- Commitment to continuing personal and professional development

### Knowledge and Experience

- 1-2 years' experience in a similar role
- Experience in delivering high customer service standards and understanding of the different needs of different customers
- Experience of working within a multi-functional team and communicating with partner and key stakeholders to deliver an excellent range of services to a diverse community
- Understanding of the requirements of the General Data Protection legislation and principles
- Knowledge or understanding of safeguarding principles and responsibilities
- Experience of guiding or advising on standard procedures and processes
- Proficient in the use of IT software packages, including databases and the use of spreadsheets, inputting and calculating with accuracy

### Skills and abilities

- Excellent written and verbal communications skills

- Customer focused approach to service delivery
- Able to establish and maintain excellent working relationships with people from a variety backgrounds, including colleagues, teams, managers, members of the public and external agencies/stakeholders
- Ability to draft standard and non-standard documentation using corporate templates, reports and spreadsheets, accurately and efficiently
- Able to work as part of a team and independently with minimal supervision; using own initiative to proactively respond to unexpected problems and situations
- Good organisational and planning skills, with the ability to coordinate events/activities and manage and prioritise own workload to meet deadlines and changing work demands
- Attention to detail and analytical skills; able to contribute to information reports and ideas for improvements in processes / service delivery

#### **Special Conditions**

- Willing and able to travel within and outside the borough of Trafford

Date prepared/revised	New role profile – 10/05/2023
Prepared/revised by	C Siddall / R Pollard
Job Evaluation	10/05/2023

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.