

## **ROLE OF THE ALLOCATED WORKER AND AGREEMENT TO FULFIL THE RESPONSIBILITIES OF THE ROLE**

1. Each citizen should have an allocated worker (eg. social worker, PAT worker or district nurse) for the duration of their stay, for review purposes and to ensure that the citizen either returns home or moves to a more suitable property as part of their identified care and support needs.
2. The exit plan forms part of the initial referral and must be considered before any placement is made; therefore, referring professionals will need to consider how long the person will need support for, usually a maximum of 6–8 weeks. The ideal length of stay is 6–8 weeks, but this can be extended if justified, with agreement from the Neighbourhood Apartment Co-ordinator, housing provider and care provider.
3. Once a placement has been agreed, the allocated worker is responsible for arranging the care package, whether via an external package of care through a care provider or reablement, or via the onsite care team in Extra Care.
4. The allocated worker is responsible for ensuring that the citizen signs the Licence Agreement and returns it to the placement co-ordinator. The allocated worker also needs to ensure that the citizen adheres to the Licence Agreement during their stay in the Neighbourhood Apartment.
5. The allocated worker will be responsible for settling the citizen into the apartment (ensuring shopping/personal belongings etc are in place) and will ensure the citizen is registered with a local GP as a temporary resident of the area where appropriate.
6. The Neighbourhood Apartment Co-ordinator will keep in touch during the period the citizen is in the apartment, check everything is going okay, and keep up to date with the exit plan etc. The allocated worker must keep in touch with the citizen during their stay, and provide the co-ordinator with regular and timely updates about the citizen. They must also escalate any issues in a timely and proactive manner. Any visits should ideally take note of the property conditions and highlight any matters of concern, such as hoarding, obvious repairs that may be needed, or failure to maintain a habitable home environment. There has been significant investment in the apartments, and it is important that the quality of the property and associated furnishings is maintained to ensure that the property can be relet quickly during turnaround periods.
7. The allocated worker will be responsible for organising/co-ordinating rehousing of the citizen. The Neighbourhood Apartment Co-ordinator, the HOOP officers (Housing Options for Older People) and the Housing Providers will assist with the processing of rehousing. The allocated worker will work with the relevant HOOP officers (Housing Options for Older People) or housing officer for each housing provider to facilitate the best exit plan for each citizen where that support is required.
8. If the allocated worker changes during the course of the stay in a Neighbourhood Apartment, the current allocated worker must alert the co-ordinator. The allocated worker must also report any case-transfer information to a new allocated worker and make them aware of the criteria of an allocated worker for a Neighbourhood Apartment.

9. If, during their stay, the citizen does any of the prohibited things outlined in the licence agreement, or if there are any other issues or problems that cannot be resolved, they may be asked to leave the apartment before the end of their allotted time. The allocated worker must support the co-ordinator with this process.
10. If a citizen's needs can no longer be met in a Neighbourhood Apartment, they may be asked to move into more suitable accommodation. The allocated worker must support the co-ordinator with this process.
11. A citizen must vacate the Neighbourhood Apartment by or on the date agreed, unless otherwise agreed by the Neighbourhood Apartment Co-ordinator. The citizen must also ensure that the property is left in the same condition they found it on arrival, and that all items belonging to Manchester City Council are left within the apartment on their departure. The allocated worker must support the co-ordinator with this process.

<b>Signed by</b>	
<b>Print name</b>	
<b>Job role</b>	
<b>Date of signing</b>	