



**Job Title:** Housing & Wellbeing Coordinator  
**Grade:** Y5a  
**Reports To:** Housing & Wellbeing Manager  
**Number of Reports:** 16

**Key job element:**

- Deliver excellent services to Your Homes Newcastle’s customers to meet performance targets, to assist in developing systems and processes that improve service delivery and efficiency, to act responsibly in the safeguarding of vulnerable individuals, groups and communities and enhancing community safety
- Manage and support the team in providing services across a wide range of customers including, older people living in Sheltered and Extra Care schemes and people with learning disabilities living in our Concierge+ schemes.
- Able to operate within the parameters of the statutory framework, legislation and associated YHN policies and procedures for all customers.
- Provide appropriate advice and assistance to customers offering a generic housing management service including housing options, tenancy & estate management and income recovery roles
- Proven record in embracing change and supporting effective implementation
- Promoting the well-being of customers and staff through early interventions and ensuring effective partnership working

**Person Specification:**

This area focuses on skills and knowledge required in the role.

**Essential Criteria**

- Demonstrable working knowledge of legislation, best practice and the welfare benefits system relating to a generic housing management service including housing options, tenancy & estate management and income recovery, with management experience of effectively delivering these services.
- Experience of effectively leading, managing and motivating individuals and teams by achieving and monitoring performance to specific targets.
- Diplomatic, assertive and credible, with an ability to build partnerships and work collaboratively with a range of internal and external stakeholders to achieve best practice outcomes for customers.
- Ability to make decisions to resolve complex problems
- Personally credible with effective verbal and written communication skills, including the use of IT skills to Word and Excel standard to produce reports and communicate with a wide range of audiences
- Effective organisational skills, and able to plan, prioritise and think clearly and decisively within a pressurised environment of competing priorities and complex problem-solving.
- Demonstrate suitability or experience in working with a vulnerable client group

**Desirable Criteria**

- Experience of working within a supported housing environment and in partnership with stakeholders.
- Ability to work with a vulnerable client group
- Commitment to continued personal development in relation to a client group.
- Ability to problem solve and deal with sensitive situations in a professional and sympathetic manner.
- Proven track record to manage & take responsibility for a key area of work or project

All employees are expected to be flexible within the scope of the role

*The following Management Behaviour is generic to all management roles within YHN and managers at all levels of the organisation are expected to be able to demonstrate its components*

**Management Behaviours:**

This area focuses on the additional responsibilities of managers.

**Business Focus** – supports and understands the needs of the organisation at a local and wider level and communicates clear business goals

**Leading by Example** – operates professionally, and acts as a role model in demonstrating YHN competencies

**Developing Others** – helps realise the potential of others to build a successful team and addresses performance issues

*The following 3 areas of behaviour are generic to all roles within YHN and every member of staff should be able to demonstrate them.*

*Your Homes Newcastle's Core Values are identified by the **V** symbol*

**Personal Behaviours:**

This area is about yourself as an individual and your responsibilities for the way you operate at work.

**Accountability** – acts openly and takes responsibility **V**

**Integrity** – acts fairly and honestly **V**

**Passion** – works positively and with enthusiasm **V**

**Drive for Achievement** – actively contributes to achieving personal and organisational targets and objectives

**Planning and Organising your work** – uses time efficiently and works in a well structured way

**People Behaviours:**

This area focuses on the responsibilities each person has in dealing with others.

**Respect** – treats everyone with care and professionalism **V**

**Customer Focus** – knows who their customers are and understands their needs and expectations

**Communication** – communicates accurately and clearly using the most appropriate method

**Team Working** – supports effective team working in all teams operated within

**Business Behaviours:**

This area focuses on how each individual contributes to the success of the business.

**Change positive** – embraces change and supports the effective implementation of changes

**Value for Money** – recognises the financial implications of decisions and actions

**Forward-thinking** – proactively seeks improvements and solutions **V**