



Job Title: Mobile Warden (Pool)
Grade: Y4 (plus shift enhancements)
Reports To: Senior Enquiry Centre Officer
Number of Reports: nil

Key job element:

- To receive and respond to request from potential and current clients of the Ostara Service in emergency and planned care situations.
- Promote the Ostara Service by attending exhibitions and other events.
- Visit clients on a regular basis to ensure that the information held on them by the service is correct, that the information and that the held on them by the service is correct, that the equipment is working correctly and the client is able to use it.
- Ability to remain calm and make decisions in a challenging environment.

Person Specification:

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

Essential

- Ability to use advice, guidance, negotiating and persuasive skills to encourage clients to accept unwelcomed decisions (e.g. persuading the service user that they should be admitted to hospital)
- Experience of direct contact with clients requiring an enhanced level of support skills.
- Ability to understand policies covering the wellbeing of clients.
- Possess a Manual Handling certificate or be willing to undertake.
- Confident in dealing with challenging customers.
- Computer literate, have the ability to use Microsoft Office packages to a basic level and experience of using PC's to input and extract data.
- Possess a Category B driving licence and willing to drive for work purposes.
- Resilient to occasional verbal abuse or aggression, emotional stress or upset.

Desirable

- Ability to demonstrate, install and exchange Ostara equipment in current and potential client's homes and complete associated paperwork.
- Embraces change and supports the effective implementation of said change.
- Experience of petty cash handling, cheques or near cash equivalent (i.e. up to £100 per day)
- Ability to use own initiative where necessary.
- Ability to work as part of a team.

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

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**