

Mobile Scheme Officer, Housing Support Services – REF: TGHC520

- **Job title:** Older Persons Housing Officer
- **Service area:** : Customers and communities, Neighborhood Services
- **Job ref:** TGHC520
- **Grade:** Grade D £17,072 - £17,772 per annum (SCP 15 -17) Full Time – 37 hours temporary until 30th September 2018
- **Applicable to:** External Vacancy
- **Closing date:** Midnight Friday 30th March 2018

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We employ over 700 people and involve our customers in making our services better.

An exciting opportunity has become available within the Older Persons Housing Service to be a Mobile Scheme Officer, providing housing support to Gateshead's older customers across the borough.

You be responsible for monitoring support plans, carrying our home visits and be expected to provide a direct response to emergency situations. You must be able to work on your own initiative and as part of a team. Excellent customer service skills and the ability to work under your own initiative are essential.

Previous relevant experience in the field of housing, support or social care would be desirable as would knowledge of Safeguarding and Health and Safety regulations. You will need to have 5 GCSE's at grade C or above (or equivalent) or relevant experience. Have good ICT skills and a passion for working with and supporting vulnerable people.

It is desirable that you have the ability to work under pressure and you should be committed to delivering excellent customer service at all times.

For an informal discussion about the role please email Michelle Muldoon-Smith, Older Persons Housing Manager , on michellemuldoon-smith@gatesheadhousing.co.uk or call 0191 4336163.

You should consider the **job profile** when applying, giving examples of how you meet the criteria.

What to do next?

- Read the **job profile** of this role.
- Complete our online **application** and **confidential** forms or download printable **application** and **confidential** forms. You must complete **both** forms for your application to be considered.
- **Assessments will be by application, ability tests and interview for this vacancy.**

Note: The online **application** and **confidential** forms are on our external website, in order to enable employees to complete the online forms away from work if they wish.

Applications are to be returned by email or post no later than midnight on Friday 30th March 2018, to:

hr@gatesheadhousing.co.uk

or

Human Resources Team
The Gateshead Housing Company
Civic Centre
Regent Street
Gateshead
NE8 1JN

The Gateshead Housing Company does not accept CVs.

If you need any further advice email the **Human Resources Team** or call ext 5333.

Job profile

Mobile Scheme Officer, Housing Support Services

Grade D

- **Location:** As directed
- **Service:** Customers and communities, Neighborhood Services
- **Line Manager:** Older Persons Housing Manager
- **Car user status:** Casual

Job purpose

To support people living in sheltered accommodation in Gateshead to live independently

THE KEY ROLES OF THIS POST WILL INCLUDE:

Criteria

1. To help people in sheltered housing live independently by completing and monitoring support plans
2. To ensure that sheltered schemes are kept safe and secure by adhering to health and safety procedures
3. To call and respond to emergencies in sheltered schemes and carry out home visits
4. To help co-ordinate and develop social activities and services within the schemes to encourage active participation by tenants
5. To ensure that records and equipment are checked and updated as directed
6. To work in partnership with Gateshead Councils carecall team and other agencies in the provision of quality older persons housing services
7. Such other duties reasonably falling within the purview of the grade as may be required

Essential

Qualifications:

- Qualifications: 5 GCSE's at grade C or above (or equivalent) or relevant experience
 - Full driving licence and access to a car (for which casual car user status will be payable)

Experience of:

- Good organisational skills
- Effective communicator
- Ability to work on own initiative and as part of a team

Desirable

Knowledge of:

- Housing and Social Care Issues
- Safeguarding procedures
- Health and safety procedures

Experience of:

- Dealing with potentially difficult situations
- Working under pressure, meeting targets and deadlines
- Experience of working in a customer services
- ICT

Competency definitions

Deciding and Initiating Action

Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.

Working with People

Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.

Adhering to Principles and Values

Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.

Relating and Networking

Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.

Planning and Organising

Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.

Delivering Results and Meeting Customer Expectations

Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

Following Instructions and Procedures

Not challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.

Adapting and Responding to change

Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.