

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Gateway Delivery Officer

Vacancy ID: 008700

Salary: £25,951 - £28,485 Annually (Pay award pending)

Closing Date: 22/04/2018

Benefits & Grade

Grade J

Contract Details

Permanent

Contract Hours

37 hours per week

Job Description

Stockton-on-Tees is a Unitary Authority forming part of the Tees Valley sub-region. The Council has a reputation for innovation and effective scheme delivery, and is committed to working in partnership to meet the needs of local stakeholders. The Economic Growth and Development Services Division is responsible for the delivery of a wide range of services across the Borough.

This role involves making placements and managing outcomes of homeless customers in the Council's commissioned emergency accommodation within in the Homelessness and Housing Solutions Team.

Good interpersonal skills, empathy and sound judgement are essential in this role. You will need to be organised and self-motivated but also a good team player. The work in this service area can be difficult and stressful and you must be non-judgemental towards customers. On a day to day basis you will need to liaise with a variety of individuals/organisations both internal and external to the Council in order to execute your duties.

We are looking for applicants who can demonstrate an adaptable and flexible approach, a positive attitude and an ability to work on their own initiative.


For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Bev Bearne, Team Manager on 01642 526074.

An online application form and further information is available from www.stockton.gov.uk/job-vacancies/. Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Service Area: Housing		Service Group: Economic Growth and Development	
JOB TITLE: Gateway Delivery Officer			
GRADE: J			
REPORTING TO: Team Manager (Housing Solutions)			
1.	JOB SUMMARY: To be responsible to the Team Manager (Housing Solutions) for delivering an effective Gateway Service to customers receiving short term housing related (HRS) services and floating support services and those requiring non-commissioned temporary accommodation to prevent homelessness and support service users maintain/develop skills to support move-on to independent living.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	Ensure all service users in need of emergency accommodation are assessed and placed into suitable temporary accommodation with an individual action plan.	
	2.	Undertake a customer-focused service user needs assessment focusing on: - Preventing homelessness - Providing appropriate accommodation and support options, including the provision of floating support services. - Identify appropriate housing solutions for customers in housing crisis	
	3.	Develop, co-ordinate and agree pathway Action Plans for service users to secure and sustain longer term accommodation in a timely and appropriate manner.	
	4.	Agree individual action plans with customers and support providers.	
	5.	Co-ordinate services and stakeholders to deliver against individual Action Plans and the broader project outcomes.	
	6.	Assist service users to attain positive, individually based outcomes and address any support needs.	
	7.	Work with customers to identify suitable move-on accommodation to meet their needs.	
	8.	Maintain regular contact with customers and support providers to monitor and review progress against action plans.	
	9.	Ensure a consistent and comprehensive needs assessment process as outlined in the HRS Contract Specifications.	

	10.	To deliver 'surgeries' and outreach work as is required (on occasions this may include working weekends and / or out of hours).
	11.	Maintain update and accurate information and records (including both performance and financial information). Provide reports on statistical, financial and management information as required.
	12.	Undertake developmental work as directed to ensure both the continued improvement of the Gateway Service.
	13.	Participate in the formulation and implementation of plans to ensure the continued improvement of the homelessness / homelessness prevention function in line with both current and forthcoming legislation.
	14.	Develop and maintain close working relationships with a range of partners and stakeholders (both internal and external to the Council). Attend such meetings as required.
	15.	To support (and direct as required) colleagues within the Gateway Service.
	16.	To provide an out of hours emergency advice and assistance service in respect of temporary accommodation provision.
3.	KEY RESULTS/OBJECTIVES	
	<ul style="list-style-type: none">- Providing appropriate housing and HRS support with the aim of preventing homelessness, secure move-on and sustaining accommodation.- The provision of high quality and consistent case management.- Maintaining effective service and contract monitoring.- Ensuring clear reference to Safeguarding in case management.	
3.	GENERAL	
<p>Job Evaluation - This job description has been compiled to inform and evaluate the grade of J using the NJC Job Evaluation scheme as adopted by Stockton Council.</p>		
<p>Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p>		

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

Job Title/Grade	Gateway Delivery Officer	
Directorate / Service Area	Housing	Economic Growth and Development
Post Ref:	008700	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Graduate level qualification in a relevant subject area or the equivalent substantial demonstrable level of knowledge gained through directly relevant works experience.		Application form
Experience	Experience of dealing effectively with challenging situations. Experience of working with vulnerable clients and problem solving.	Experience of working in a corporate and political context. Experience of appropriate safeguarding arrangements.	Application / Interview
Knowledge & Skills	Excellent verbal and written communication skills. Effective negotiation skills. Ability to operate effectively on an Inter-agency and collaborative basis. Good IT skills (Microsoft Word, Excel etc.).	Knowledge and understanding of statutory and non-statutory providers of services to vulnerable clients in the Borough. Knowledge and understanding of housing and homelessness related initiatives. Knowledge of legal framework for Homelessness	

	<p>Good presentation skills (written and oral).</p> <p>Customer service orientation.</p>	<p>Services.</p> <p>Knowledge of relevant information systems and information technology applications</p>	
Specific behaviours relevant to the post	<p>Non-judgemental and sensitive and responsive to individual needs.</p> <p>Adaptable and flexible approach.</p> <p>Reflect a positive attitude.</p> <p>Drive and enthusiasm.</p> <p>Ability to work on own initiative.</p>		Application / Interview
Other requirements	Demonstrate the Council's Behaviours which underpin the Culture Statement.		

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.