



Job Title: Housing & Wellbeing Officer
Grade: Y4a
Reports To: Housing & Wellbeing Co-ordinator
Number of Reports: nil

Key job element:

- To be responsible for the overall administration and management of our special supported housing schemes.
- To deliver an excellent, coordinated front line service to our residents, consistent with policies, procedures and good practice, with particular responsibility for the provision of housing management, housing related advice, support and service coordination within the scheme.
- To identify and respond to issues in line with YHN's policies and procedures relating to Safeguarding.
- Support the Sheltered Housing service in providing services for a group of properties, and operate within the parameters of the statutory framework, legislation and associated YHN policies and procedures.
- Promoting the well-being of customers through early interventions and ensuring effective partnership working

Person Specification:

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

Essential Criteria

- Proven track record of working in partnership with stakeholders and service users
- Ability to problem solve and deal with sensitive situations in a professional and sympathetic manner.
- Demonstrate an ability to work using own initiative to promote the service while also being a good team worker.
- PC literate and numerate, and able to use appropriate ICT skills to support service delivery.
- Proven track record to manage & take responsibility for a key area of work or project
- Commitment to continued personal development in relation to a client group.
- Suitability to work with a vulnerable client group

Desirable Criteria

- Experience of working with nominated care and support providers in order to ensure the provision of a comprehensive service.
- Understanding of health and safety requirements.
- Experience of specialist supported housing schemes including building management
- Ability to monitor external contractor's work within set agreements, including catering, domestic arrangements and volunteer services.
- To ensure the effective and safe delivery of housing management and support services to extra care and learning disability tenants.
- Experience of fostering community spirit and promote independence, so that the scheme and

services are enabling and empowering to the tenants and the local community.

- To work in partnership with the management of the waiting list and referral systems to influence the allocation decisions for ensuring appropriate tenants occupy the scheme.
- Qualification in Health & Social Care Level 2 or equivalent
- Ability to work with a vulnerable client group

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

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are **Be Ready, Be Amazing, Be Revolutionary, Be Energetic**.*

It is no coincidence that our values spell out the word RARE. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest". We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change.

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude.