



Job Title: Housing Plus Officer
Grade: Y4a
Reports To: Housing Plus Manager
Number of Reports: nil

Key job element:

Provide excellent person-centred support to customers in order improve their quality of life and enable them to live independently

First point of contact for customers at Housing Plus schemes for older people; providing individual support such as advice on managing a tenancy, applying for benefits and accessing other services

Work in partnership with Adult Social Care, health, family members and other key partners to support independent living, reduce social isolation and actively promote health and wellbeing

Complete regular support plans and welfare checks and refer/signpost to other agencies where appropriate

Contribute towards the achievement of performance targets and budgets for void turnaround, allocation of properties and sustaining tenancies

Contribute towards the administration and management of Housing Plus schemes; including tenancy sign ups, reporting repairs, monitoring external contractors and building management checks to ensure health and safety requirements are met

Create a warm and welcoming environment within Housing Plus schemes

Work on own initiative to actively promote community development within schemes and the wider communities through regular scheme meetings and facilitating social activities

Use effective negotiating and mediation skills to resolve conflict

Respond to emergency calls whilst on site including administering first aid, contacting emergency services and family members where appropriate

Able to work flexibly across the City and around the needs of the service., including providing housing support to vulnerable customers in the wider community

Maintain appropriate professional boundaries

Ensure customers are safe and treated with dignity and respect by adhering to safeguarding procedures, relevant legislation and policies, taking a multi-agency approach.

Person Specification:

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

Essential Criteria

- Passion for, and experience of, providing excellent person-centred support to vulnerable customers, showing compassion, patience and respect
- Good IT skills and effective verbal and written communication skills to maintain accurate case records and communicate with a wide range of partners
- Ability to work on own initiative to plan, prioritise and act decisively within a pressurised environment of competing priorities
- Ability to deal with conflict effectively and bring problems to a satisfactory conclusion, share advice and best practice with colleagues to improve the service
- Passionate about working with vulnerable people to improve their lives
- Good IT skills, including making online applications and using internal systems and databases
- Commitment to continued personal development in relation to the client group
- Suitability to work with a vulnerable client group- a DBS check will be required for this post

Desirable Criteria

- Experience of working within a supported accommodation setting
- Demonstrable knowledge of the welfare benefits system and ability to give advice in this area
- Understanding of health and safety requirements within supported accommodation
- Possesses and maintains a valid driving licence and is willing to drive as required for the role

- 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.