

Northumberland County Council
JOB DESCRIPTION

Post Title: Support & Vulnerability Officer	Director/Service/Sector Place, Housing & Public Protection, Housing Services		Office Use
Band: Band 4	Workplace:		Job ref: 3538
Responsible to: Engagement & Sustainability Manager	Date: January 2019	Manager Level:	
Job Purpose: <ul style="list-style-type: none">• To provide support and guidance to new and vulnerable tenants via referrals from Estate and Rent Officers.• To maximise tenants potential for maintaining a successful tenancy• To promote effective multi agency working to ensure tenants are supported appropriately• To provide relevant information and literature for tenants using social media and traditional methods.• To recognise additional support needs , such as mental health issues and liaise with Adult Services, Mental Health teams and Safeguarding to ensure our tenants are fully equipped and supported to maintain and sustain their tenancy.• To support the Engagement & Sustainability Manager and wider team in providing a high quality, responsive housing service that focuses on positive customer outcomes and satisfaction whilst meeting the needs and aspirations of the local community.• Ensuring the provision of a high quality, responsive and customer focused service which meets Council and company objectives.			
Resources	Staff	No staff	
	Finance	Processing payments and invoices to the value of approximately £1k - £2k	
	Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation	
	Clients	Daily contact with partner organisations, customers and stakeholders	
Duties and key result areas: <ul style="list-style-type: none">• Ensure mechanisms are in place for referrals and that records are kept of all activities. Provide vital support to tenants who have engaged and are struggling to manage their tenancy by sign posting to to other agencies such as Citizens Advice and, Learning Hives etc.			

- Facilitate tenants with the skills, knowledge and support they need to enable them to be successful in their tenancy.
- Develop action plans with tenants.
- Work closely with other colleagues across the service and other departments to ensure the best possible support, advice and help is provided.
- Support and facilitate the Councils formal consultation method.
- Provide reports on outcomes from all referrals on a regular basis.
- Work with partner agencies including voluntary and community organisations, local and regional partnerships, strategic partners and internal partners.
- Work with colleagues in the team and across all housing services to ensure the provision of a cohesive, joined up service for residents, ensuring familiarity with all types of help and support available.
- Deal with face to face situations with tenants that at times that may be contentious and complex in nature
- Ensure that all queries are dealt with effectively within set timescales and resolved at the earliest point of contact.
- Operate within a performance driven culture, taking personal responsibility for the promotion of customer service standards and the delivery of high quality services.
- Take responsibility in helping residents access the full range of services and support they require.
- Develop effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services.
- Attend meetings and some events out of normal office hours as required by the role.
- Take reasonable care of the health and safety of self, other persons and resources whilst at work, ensuring that the responsibilities placed upon the Company under the Health and Safety at Work Act are performed.
- The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical Requirements:

Ability to drive

Transport requirements:

The work involves the need to visit sites throughout the North/South of the County on a regular and routine basis.

Working patterns:

Flexible working the ability to work occasional evening or weekend.

Working conditions:	Post based indoors. Frequent contact with disagreeable clients.
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PERSON SPECIFICATION

Post Title: Support and Vulnerability Officer	Director/Service/Sector: Place /Housing and Public Protection/Housing Services	Ref: 3538
Essential	Desirable	Assess by
Qualifications and Knowledge		
Good standard of education to NVQ Level 3 or equivalent. Understands the diverse functions of a large complex public organisation. An active appreciation of the procedural and practical issues relating to the service. An awareness of the current issues facing the service and customers Actively undertaking ongoing continuous professional and personal development.	A relevant housing qualification or equivalent.	
Experience		
Competent in using Microsoft Office, Google, Oracle applications, word processing, spreadsheets, Abritas and database systems. Thorough knowledge and experience in a relevant context and service. An active desire to provide effective customer centred services.		
Skills and competencies		
Effective IT skills and ability to understand and develop the use of ITC to achieve work objectives. Confident and competent in expressing own views and an active participant in internal and external meetings. Adopts a collaborative approach to work. Ability to problem solve		

Physical, mental and emotional demands		
Generally works from a seated position with regular need to walk, bend or carry items. Regular contact with the public. Be able to work under pressure.		
Motivation		
Dependable, reliable and a good timekeeper. Customer focused and able to deliver within tight timescales. Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourage a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Able to work with minimum supervision.		
Other		
Hold a valid driving licence and have use of a vehicle		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits