HR reference only: A3754

Your Homes Newcastle

Job Title: **Support and Progression Worker**

Grade: **Y5**

Reports To: **Support and Progression Manager or Pathways Manager**

Number of Reports: **Nil**

Key job element

- Provide excellent person-centred support to vulnerable customers in order improve their quality of life, live independently and successfully sustain a tenancy
- Work with customers a one to one basis to assess their needs, develop a support plan and carry out regular reviews
- Have a strengths-based approach to supporting customers based upon what they are good at and where their interests lie.
- Use evidenced based psychosocial interventions (PSI) in supporting customers
- Work positively with customers, family and professionals, to meet agreed goals.
- Help customers to maintain independent living, become a successful part of their community and look at future aspirations
- Support customers to make the best use of local services and amenities to meet their needs
- Work flexibly across the City, including carrying out home visits.
- Provide customers with practical support on to how to set up and maintain a tenancy, including how to keep their property to a good standard and adhere to their tenancy agreement.
- Provide customers with budgeting, benefit and debt advice.
- Case record effectively and accurately
- Maintain appropriate professional boundaries
- Ensure customers are safe by adhering to safeguarding procedures, relevant legislation and policies, taking a multi-agency approach
- Engage and participate in reflective practise
- Effectively engage with hard to reach customers
- DBS will be required

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

Essential Criteria

- Show emotional intelligence in dealing with the needs of customers
- Passionate about and experience of providing excellent person-centred support to vulnerable customers, showing compassion, patience and respect
- Effective assessment and support planning skills to identify and address the needs of customers
- Demonstrable detailed working knowledge of debt and the welfare benefits system and be able to give advice in these areas.
- Effective verbal and written communication skills, including being able to effectively engage vulnerable customers, to produce reports, case record and communicate with a wide range of audiences.
- Good IT skills, including making online applications
- Diplomatic, assertive and credible and able to work collaboratively with a wide range of internal

and external partners to achieve best practice outcomes for customers
- Effective organisational skills, and able to plan, prioritise and think clearly and decisively within a pressurised environment of competing priorities and complex problem solving.
- Ability to deal with conflict effectively and bring problems to a satisfactory conclusion, share advice and best practice with colleagues in order to improve the service.
- Ability to work on own initiative and be proactive in ensuring skills and knowledge are continually developed
- Suitability to work with a vulnerable client group (DBS check will be required)
- Work flexibly across the City, including carrying out home visits

Desirable Criteria

- Have a demonstrable working knowledge within at least one of the following areas: young people/homelessness/housing/refugees
- Willingness to improve digital skills, including use of social media
- Valid driving licence and willing to drive

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 **R**eady, Be **A**mazing, Be **R**evolutionary, Be **E**nergetic.*

*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

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