



Job Profile

Programme Coordinator (Gateshead) - Changing Futures Northumbria

Grade M

Group: Housing, Environment and Healthy Communities

Service: Housing Services

Location: Basis@Gateshead

Line Manager: Service Director Locality Services and Housing Options

Job Purpose

To be responsible for the leadership, coordination and implementation of Gateshead's Changing Futures touchpoint team designed to deliver improved interventions to support homeless individuals experiencing multiple disadvantages.

The key roles of this post will include:

1. To lead and manage the Gateshead's Changing Futures touchpoint team, offering a single point of oversight, intelligence and development.
2. To deliver new interventions and system changes to better support individuals experiencing multiple disadvantage.
3. To lead a multi-disciplinary team that will provide a flexible and tailored support offer and local expertise that partners can draw upon.
4. To identify change needs to local systems and services in order to improve outcomes for vulnerable people facing multiple disadvantages in Gateshead.
5. To work with lead contacts across the regional Changing Futures Northumbria programme to meet the delivery principles and plans to ensure learning and positive practice is shared both regionally and nationally.
6. To develop effective relationships with partners agencies and liaise with them to improve the offer and system change.
7. To promote a positive workplace culture ensuring that everyone is supported, developed and motivated to work effectively, develop their full potential through a coaching and mentoring approach, treated fairly with dignity and respect and encouraged to contribute and influence the ways of working.
8. To support system and process review activity linking with Gateshead Councils Thrive Lab to support local learning and change.
9. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge of

- IT systems including Microsoft Office
- Data protection and information sharing and GDPR principles

Experience of

- Managing a multi-disciplinary team
- Ability to deliver effective working relationships across agency boundaries
- Putting the person first and seeking the best way to deliver services, promoting innovation and learning.
- Leading frontline delivery models for adults experiencing multiple disadvantage
- Managing and implementing change projects.
- Facilitating multi-agency collaboration to improve outcomes
- Managing and monitoring budgets
- Managing and coaching employees and partners, supporting them through different ways of working.

Qualifications

- Project management or relevant experience
- A-levels or equivalent

Desirable:

Knowledge

- Familiarity with roles and responsibilities of local authorities and the Office of the Police and Crime Commissioner
- Social care, Health and Safeguarding practices

Experience

- Analysing data and outcomes measurement
- Working as part of a senior team, delivering work programmes and projects
- Involving people with lived experience in achieving service/ systems change
- Partnership and strategy development on cross-cutting policy and delivery challenges

Qualifications

- Educated to degree level or equivalent in a relevant subject.
- Management qualification
- Evidence of continuous professional development





Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working