



**Job Title: Supported Living Relief Worker**

**Grade: Y4**

**Reports To: Supported Living Manager**

**Number of Reports: nil**

**Key job elements:**

Provide front line customer support on a relief basis in supported accommodation sites across the City. This may include; Young Person's accommodation, Learning Disability, Extra Care and Sheltered Housing schemes.

Work in partnership with stakeholders and service users to provide excellent person-centred support

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

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

Carry out daily calls and welfare visits when required

Use effective negotiating and mediation skills to resolve conflict between customers

Ensure building security and health and safety by reporting repairs and completing safety checks (e.g. fire alarm testing)

Case record effectively and accurately

Maintain appropriate professional boundaries

Create a warm and welcoming environment for customers

Work flexibly across the City

**Person Specification:**

This area focuses on specific competence areas (Skills/ knowledge) to be demonstrated in the role.

Essential Criteria;

- Experience of providing excellent customer service to vulnerable people, showing compassion, patience and respect
- Effective communication skills to work with a range customers and other professionals
- Effective organisational skills and ability to work on own initiative
- Ability to record accurate case notes
- Ability to deal with conflict effectively and other difficult situations related to vulnerable client groups
- Basic IT skills, including using some internal systems
- Passionate about working with vulnerable customers to improve their lives
- Suitability to work with a vulnerable client group- A DBS check will be required for this post

Desirable Criteria;

- Have a demonstrable knowledge of working within at least one of the following areas: housing/young people/older people/learning disability

- 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