



Job Title: Housing Plus Officer
Grade: N5
Reports To: Housing Plus Manager or Supported Living 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 for longer

First point of contact for customers in Housing Plus schemes (including Sheltered, Extra Care, Learning Disability and Mental Health); providing individual support such as advice on managing a tenancy, applying for benefits and accessing other services

Work in partnership with care providers, 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

Actively promote community development within schemes and the wider communities through regular scheme meetings and facilitating social activities

Liaise with internal and external partners in the development and implementation of new schemes

Use effective negotiating and mediation skills to resolve conflict and addressing breaches of tenancy.

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

Other Criteria

- All employees are expected to be flexible within the scope of the role

Newcastle City Council's Core Values play an integral part in determining our culture 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 core values of **Proud, Fair, and Ambitious** guide everything we do at the Council and influence our actions. We expect all colleagues to demonstrate these values in everything that they do:*

We take pride in, and celebrate, each other's achievements

- We have a positive, optimistic, can-do attitude
- We do our very best to meet and exceed the expectations of our colleagues, customers, partners and residents
- We help and support others to make a positive difference
- We make sure that we celebrate and praise each other's good work

We're honest and treat people equal to their needs

- We respect and value every person as an individual
- We listen to other opinions and points of view and embrace difference
- We are decent, fair and compassionate
- We act with integrity in everything we do
- We are accountable for our actions and our performance

We're passionate, determined, enthusiastic, and want to succeed

- We believe in making the most of opportunities to help us succeed
- We achieve more when we work together
- We are enthusiastic about change
- We encourage others to be their best
- We have the courage to change things for the better and make a difference
- We are passionate about making Newcastle a great city