

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

- 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