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|  <b>Stockton-on-Tees</b><br>BOROUGH COUNCIL |                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>JOB DESCRIPTION</b>                                                                                                                                                                                                                                                                                                                                           |
| <b>Directorate:</b><br><br><b>Adults, Health &amp; Wellbeing</b>                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Service Area:</b><br><br><b>Housing and a Fairer Stockton</b>                                                                                                                                                                                                                                                                                                 |
| <b>JOB TITLE: Gateway Delivery Officer</b>                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                  |
| <b>GRADE: J</b>                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                  |
| <b>REPORTING TO: Team Manager (Housing Solutions)</b>                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                  |
| <b>1.</b>                                                                                                                    | <b>JOB SUMMARY:</b><br><br>To be responsible to the Team Manager (Housing Solutions) for delivering an effective Gateway Service to customers receiving short term housing related (HRS) services and floating support services and those requiring non-commissioned temporary accommodation to prevent homelessness and support service users maintain/develop skills to support move-on to independent living. |                                                                                                                                                                                                                                                                                                                                                                  |
| <b>2.</b>                                                                                                                    | <b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                  |
|                                                                                                                              | 1.                                                                                                                                                                                                                                                                                                                                                                                                               | Ensure all service users in need of emergency accommodation are assessed and placed into suitable temporary accommodation with an individual Action Plan.                                                                                                                                                                                                        |
|                                                                                                                              | 2.                                                                                                                                                                                                                                                                                                                                                                                                               | Undertake a customer-focused service user needs assessment focussing on: <ul style="list-style-type: none"> <li>- preventing homelessness</li> <li>- providing appropriate accommodation and support options, including the provision of floating support services.</li> <li>- Identify appropriate housing solutions for customers in housing crisis</li> </ul> |
|                                                                                                                              | 3.                                                                                                                                                                                                                                                                                                                                                                                                               | Develop, co-ordinate and agree pathway Action Plans for service users to secure and sustain longer term accommodation in a timely and appropriate manner.                                                                                                                                                                                                        |
|                                                                                                                              | 4.                                                                                                                                                                                                                                                                                                                                                                                                               | Agree individual Action Plans with customers and support providers.                                                                                                                                                                                                                                                                                              |
|                                                                                                                              | 5.                                                                                                                                                                                                                                                                                                                                                                                                               | Co-ordinate services and stakeholders to deliver against individual Action Plans and the broader project outcomes.                                                                                                                                                                                                                                               |
|                                                                                                                              | 6.                                                                                                                                                                                                                                                                                                                                                                                                               | Assist service users to attain positive, individually based outcomes and address any support needs.                                                                                                                                                                                                                                                              |
|                                                                                                                              | 7.                                                                                                                                                                                                                                                                                                                                                                                                               | Work with customers to identify suitable move-on accommodation to meet their needs.                                                                                                                                                                                                                                                                              |
|                                                                                                                              | 8.                                                                                                                                                                                                                                                                                                                                                                                                               | Maintain regular contact with customers and support providers to monitor and review progress against Action Plans.                                                                                                                                                                                                                                               |
|                                                                                                                              | 9.                                                                                                                                                                                                                                                                                                                                                                                                               | Ensure a consistent and comprehensive needs assessment process as outlined in the HRS Contract Specifications.                                                                                                                                                                                                                                                   |
|                                                                                                                              | 10.                                                                                                                                                                                                                                                                                                                                                                                                              | To deliver 'surgeries' and outreach work as is required (on occasions this may include working weekends and / or out of hours).                                                                                                                                                                                                                                  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                              |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 11.                                                                                                                                                                                                                                                                                                                                                                                                   | Maintain update and accurate information and records (including both performance and financial information). Provide reports on statistical, financial and management information as required.               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 12.                                                                                                                                                                                                                                                                                                                                                                                                   | Undertake developmental work as directed to ensure both the continued improvement of the Gateway Service.                                                                                                    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 13.                                                                                                                                                                                                                                                                                                                                                                                                   | Participate in the formulation and implementation of plans to ensure the continued improvement of the homelessness / homelessness prevention function in line with both current and forthcoming legislation. |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 14.                                                                                                                                                                                                                                                                                                                                                                                                   | Develop and maintain close working relationships with a range of partners and stakeholders (both internal and external to the Council). Attend such meetings as required.                                    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 15.                                                                                                                                                                                                                                                                                                                                                                                                   | To support (and direct as required) colleagues within the Gateway Service.                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 16.                                                                                                                                                                                                                                                                                                                                                                                                   | To provide an out of hours emergency advice and assistance service in respect of temporary accommodation provision.                                                                                          |
| 3.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | KEY RESULTS/OBJECTIVES                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"><li>• Providing appropriate housing and HRS support with the aim of preventing homelessness, secure move-on and sustaining accommodation.</li><li>• The provision of high quality and consistent case management.</li><li>• Maintaining effective service and contract monitoring.</li><li>• Ensuring clear reference to Safeguarding in case management.</li></ul> |                                                                                                                                                                                                              |
| 3. GENERAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                              |
| <p><b>Job Evaluation</b> - This job description has been compiled to inform and evaluate the grade of J using the NJC Job Evaluation scheme as adopted by Stockton Council.</p> <p><b>Other Duties</b> - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p> |                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                              |

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**The Council's Values, Behaviours and Code of Conduct** - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

**Corporate Parenting** - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

|                                          | Name: | Signature: | Date  |
|------------------------------------------|-------|------------|-------|
| Job Description written by:<br>(Manager) |       |            |       |
| Job Description agreed by: (Post holder) | ..... | .....      | ..... |

**Job Description dated March 2017**



## PERSON SPECIFICATION

|                                   |                                       |                                      |
|-----------------------------------|---------------------------------------|--------------------------------------|
| <b>Job Title/Grade</b>            | <b>Gateway Delivery Officer</b>       | <b>J</b>                             |
| <b>Directorate / Service Area</b> | <b>Adults, Health &amp; Wellbeing</b> | <b>Housing and a Fairer Stockton</b> |
| <b>Post Ref:</b>                  |                                       |                                      |

|                | <b>ESSENTIAL</b>                                                                                                                                                         | <b>DESIRABLE</b>                                                                                                        | <b>MEANS OF ASSESSMENT</b> |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Qualifications | Graduate level qualification in a relevant subject area or the equivalent substantial demonstrable level of knowledge gained through directly relevant works experience. |                                                                                                                         | Application form           |
| Experience     | Experience of dealing effectively with challenging situations.<br><br>Experience of working with vulnerable clients and problem solving.                                 | Experience of working in a corporate and political context.<br><br>Experience of appropriate safeguarding arrangements. | Application / Interview    |

|                                          |                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                           |                         |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Knowledge & Skills                       | <p>Excellent verbal and written communication skills.</p> <p>Effective negotiation skills.</p> <p>Ability to operate effectively on an Inter-agency and collaborative basis.</p> <p>Good IT skills (Microsoft Word, Excel etc.).</p> <p>Good presentation skills (written and oral).</p> <p>Customer service orientation.</p> | <p>Knowledge and understanding of statutory and non-statutory providers of services to vulnerable clients in the Borough.</p> <p>Knowledge and understanding of housing and homelessness related initiatives.</p> <p>Knowledge of legal framework for Homelessness Services.</p> <p>Knowledge of relevant information systems and information technology applications</p> |                         |
| Specific behaviours relevant to the post | <p>Non-judgemental and sensitive and responsive to individual needs.</p> <p>Adaptable and flexible approach.</p> <p>Reflect a positive attitude.</p> <p>Drive and enthusiasm.</p> <p>Ability to work on own initiative.</p>                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                           | Application / Interview |
| Other requirements                       | Demonstrate the Council's Behaviours which underpin the Culture Statement.                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                           |                         |

**Person Specification dated 07 February 2017**

|                                                                                                                              |                                                     |
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|  <b>Stockton-on-Tees</b><br>BOROUGH COUNCIL | <b>KNOWN RISKS FOR THIS ROLE</b>                    |
| <b>DIRECTORATE:</b><br>Adults, Health and Wellbeing                                                                          | <b>SERVICE AREA:</b><br>Fairer Stockton and Housing |
| <b>JOB TITLE:</b> Gateway Delivery Officer                                                                                   |                                                     |
| <b>GRADE:</b> J                                                                                                              |                                                     |
| <b>JOB LOCATION / BUILDING:</b> Dunedin House                                                                                |                                                     |
| <b>REPORTING TO:</b> Catherine Husband – <i>Team Leader</i>                                                                  |                                                     |

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

| Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health                                                                                                       |     |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----------|
| Known Risk                                                                                                                                                                                                                                                         | Yes | No        |
| <b>Noise:</b> Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)                                                                                                                              |     | <b>NO</b> |
| <b>Vibration:</b> Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s <sup>2</sup> A(8) 9                                                                                                                                  |     | <b>NO</b> |
| <b>Respiratory:</b> Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex.<br><br>(Those working with respiratory/skin irritants or sensitizers as defined by COSHH) |     | <b>NO</b> |

| Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.                                                                                                                                                                                                                                                                                              |     |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----------|
| Known Risk                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes | No        |
| <b>HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers:</b> Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.                                                                                                                                                                                                                                                                                 |     | <b>No</b> |
| <b>Asbestos:</b> Employee likely to be exposed to asbestos.<br>Work with asbestos' includes: <ul style="list-style-type: none"> <li>○ Work which removes, repairs, or disturbs asbestos</li> <li>○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment)</li> <li>○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)</li> </ul> |     | <b>No</b> |

| Known Risk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Yes | No |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| <b>Lead:</b> Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)<br>The lead must also be in a form in which it is likely to be: <ul style="list-style-type: none"> <li>○ Inhaled, e.g., lead dust, fume or vapour.</li> <li>○ Ingested, e.g., lead powder, dust, paint or paste; or</li> <li>○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate.</li> </ul> The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed. |     | No |
| <b>Confined Spaces - Safety Critical:</b> Employee will be required to work in a <b>confined space</b> where specialist equipment or breathing apparatus is needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     | No |
| <b>Working at Heights - Safety Critical:</b> Employee will be required to work <b>at a height</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     | No |
| <b>Blood-borne viruses:</b> Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.                                                                                                                                                                                                                                                                                                                                                                                                                                            |     | No |

| Other Known Risks                                                                                                                                                                                                                     |     |    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| Known Risk                                                                                                                                                                                                                            | Yes | No |
| <b>Council Vehicles or transport that does not require a Group 2 licence:</b> Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties. |     | No |
| <b>Food Handlers:</b> Employee will be preparing and handling food<br><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>                                                                              |     | No |
| <b>Night Workers:</b> Employee will be regularly working at night<br><i>Optional Night Worker Questionnaire available</i>                                                                                                             |     | No |
| <b>Lone Working (including Home Working):</b> Employee will be required to work alone.                                                                                                                                                | Yes |    |
| <b>DSE Users:</b> Employee will be required to use Display Screen Equipment (DSE)<br><b>DSE Training and assessment should be completed on commencement – arranged by manager</b>                                                     | Yes |    |
| <b>Any Other:</b> Please identify any other known risks associated with this job role.                                                                                                                                                |     |    |

**As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.**

Signature of Manager:



Date: 20<sup>th</sup> September 2026

**For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: [Occupational.Health@stockton.gov.uk](mailto:Occupational.Health@stockton.gov.uk)**