



**Job Title:** Ostara Responder  
**Grade:** Y4 plus shift enhancements where applicable  
**Reports To:** Housing Plus 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.

Respond to emergency calls from Ostara customers who may have fallen, feel unwell or require other support.

Complete initial assessment paperwork following emergency calls, and make referrals to other agencies for care and support.

Provide front line customer service including; planned welfare visits, updating support plans, basic equipment installation including key safes and telecare equipment.

Diagnose, triage and repair faults on telecare equipment

Promote the Ostara Service at all times

Support other YHN services by providing emergency response where required

Contribute towards stock management

Support with call handling during busy periods

Maintain and clean Ostara equipment and vans

Able to work flexibly across the City and around the needs of the service- staff working out of hours must be able to attend supervision, training and team meetings during office hours when required

Maintain appropriate professional boundaries

Ensure customers are safe and treat 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**

- Suitability to work with a vulnerable client group- A DBS check will be required for this post
- Experience of providing excellent person-centred support to vulnerable customers; showing compassion, patience and respect.

- Experience in remaining calm and acting quickly in contacting emergency services and other professionals if required.
- Demonstrates resilience in dealing with difficult or upsetting situations when providing support to customers who have fallen, are unwell or distressed.
- Willing to undertake Manual Handling, First Aid and other Health and Safety and Safeguarding related training.
- Computer literate, able use Microsoft Office and internal systems.
- Possess a Category B driving licence and willing to drive for work purposes

#### Desirable

- Experience working in telecare or other care setting
- NVQ Level 2 Health and Social Care or other relevant qualification

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.