



Job profile

Sheltered Scheme Officer

Grade D

Group: Locality Services & Housing Options

Service: Older Persons Housing Team

Location: Kays Cottages

Line Manager: Ged Foster

Car User Status: Casual

Job Purpose

To support people living in sheltered accommodation in Gateshead to live independently

The key roles of this post will include:

- Promote the health and wellbeing of customers through the support planning and risk assessment process
- To ensure that sheltered schemes are kept safe and secure by adhering to health and safety procedures
- Maintaining accurate information and administration systems for customers ensuring relevant documentation as directed is produced for performance management
- To call and respond to emergencies on site and carry out home visits
- To help co-ordinate and develop social activities and services on site to encourage active participation by tenants
- To ensure that records and equipment are checked and updated as directed
- To work in partnership with Gateshead Councils Care Call team and other agencies in the provision of quality older persons housing services
- Such other responsibilities allocated which are appropriate to the grade of the post



Knowledge & Qualifications

Essential:

Knowledge

- A good understanding of equality and diversity and how this is demonstrated within a work environment

Experience

- Effective organisational skills
- Ability to communicate effectively
- Ability to work on own initiative and as part of a team
- Experience of dealing with potentially difficult situations
- Working with competing priorities, meeting targets and deadlines
- Experience of working in a customer services environment
- Working knowledge of ICT Systems including Microsoft Office based software packages
- Knowledge of Safeguarding procedures
- Knowledge of Health and safety procedures

Qualifications

- 5 GCSE's A - C or 9 - 4 including Maths and English or relevant demonstratable experience

Desirable:

Knowledge

- Housing and Social Care Issues

Experience

- Previous experience of working in older people services or supported living
- Experience of responding to emergency situations



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences