



**Tyne**  
Housing

# Recruitment Pack

**Everyone in a better place**

Housing | Wellbeing | Community | Learning

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# Who we are

## We're here to help get people to a better place

Since 1973, Tyne has stood by the North East's most vulnerable people. Through our housing, support, healthcare, training and investment in communities, we help get people to a better place.

## Better support

Support from Tyne starts with the relationship, no two people are the same, so we lead with progressive and individual support. It could be finding a home, breaking an addiction or building skills for the future, we can provide stability, safety and straight-talking guidance.

## Better opportunities

Beyond helping individuals, we invest in the region and in our communities. Our independence empowers us to work with an open mind, embracing new opportunity that can influence change and transform lives.

## Better together

Our belief in people is at the heart of everything we do. We are there when people need us most because we see potential in every person. It is our team who put our belief into action and go the extra mile, giving everyone a chance to get to a better place.

# Our Values

## We believe in people

We believe in their strength, willpower and courage.  
We believe in each other, in those we support and in our community.

## We won't give up

We stand by our region's most vulnerable people, we believe that everyone deserves a chance to get to a better place.

## We activate change

We are a catalyst for change, supporting small steps that lead to bigger transformations.

## We're better together

We invest in our region and our communities.  
We're serious about progress and take pride in our relationships.  
We work with an open mind and embrace new opportunity.

# Recruitment Pack:

## Senior Supported Housing Officer

We're currently looking to recruit a senior supported housing officer to join our passionate team here at Tyne. This is an exciting opportunity to play a key role in our work to support some of the most vulnerable people across the region.

Supported Housing has been at the heart of Tyne since we were established in 1973. Today we have over 360 bed-spaces made up of shared houses, specialist supported provisions, smaller shared flats and self-contained flats. Our housing model is always designed to focus on the individual's own personal needs, meeting them where they are, building a trusting relationship and working together in partnership to get to a better place.

The majority of people who live with us at Tyne have experienced complex issues in their lives and often come to us after being excluded from other housing options due to their lifestyle, offending history or difficulties in managing finances. Most residents have experienced periods of homelessness or unstable housing and struggle with multiple social and health issues relating to addiction and mental wellbeing.

## Job Description

**Job Title:** Senior Supported Housing Officer

**Responsible to:** Housing Manager

**Responsible for:** Supported Housing Officers

### Job Purpose:

- Under the leadership and direction of the Housing Manager provide intensive housing management and practical support to residents who have a range of social, health or learning needs which, must be taken into account in assisting them fulfil the conditions of their residency agreements.
- To work in accordance with the policies, practice, and procedures as laid down by the Board of Tyne HA in liaison with partner agencies.
- Work with the Housing Manager to provide guidance, advice and support to the staff team, ensuring their health and safety and assisting in ensuring the effective provision of support to their residents .

### Main Duties:

1. To provide intensive and supportive housing and practical support services to residents of the Association, ensuring that the day to day needs of individual residents are met.
2. To be responsible for the collection and accurate recording of weekly charge payments from residents.
3. To ensure residents comply with the terms of their residency agreements (be they licences or tenancies). Ensure any breach of the agreement is fully recorded and appropriate action taken in line with our stated policies and procedures.
4. To ensure that the house/property is kept clean, tidy and in a good state of repair. This should include encouraging residents to take part, wherever possible, in the cleaning of the communal areas of the house and ensure each resident maintains their room in line with the terms of their licence or tenancy agreement.
5. To carry out regular health and safety inspections of the property to include periodic checks of systems and equipment

where required by regulation, maintaining clear and accurate records and arrange any remedial action to maintain required standards. The regularity of the checks is clearly documented in our policy and procedures.

6. To observe the Company lone working policies and procedures at all times ensuring your own personal safety
7. To undertake an emergency "call out" duty as part of an ongoing duty rota.
8. To help residents to claim their statutory benefits including housing benefit, Universal Credit, ESA and other relevant benefits appropriate to the individual.
9. To provide with the Housing Manager and other colleagues, ongoing programmes of planned support, risk management and assessment with the Associations residents, maintaining clear and accurate records where required.
10. To maintain effective communication and working links with other agencies and organisations, to enhance service delivery to residents.
11. To promote social inclusion among residents by ensuring access to services and facilities within the community ensuring that their health and welfare is not neglected.
12. To attend staff meetings and facilitate house meetings and give verbal and/or written reports where required.
13. Monitor safe and well/WhatsApp for their team throughout the working day, responding appropriately. They will ensure all team members log on in the morning and log off at the end of their shifts.
14. Co-ordinate staff across the team on a day to day basis, ensuring that all day to day operational tasks are carried out across their team.
15. Be the "first port of call" providing advice, guidance and support to team members.
16. Ensure H&S checks, fire checks and Legionella checks are carried out at the prescribed times in all properties within their team.

17. Ensure Continuous Recording Sheets are completed after every visit to a property.
18. Assist the Housing Manager with induction of new team members, ensuring that during their induction period, new staff members are not left unsupervised.
19. Coach team members in the completion of support plans, risk assessments and other related paperwork ensuring completion to the required standard.
20. Highlight areas of performance concerns with the Housing Manager, assisting the manager, where appropriate, in the development and implementation of agreed action plans to improve performance.
21. Assisting the Housing Manager with issuing of warning letters, notices, tenancy reviews etc
22. Work with other SSHO's and Housing Managers to develop policy and good practice.
23. Work with other SSHO's to ensure staff cover across the organisation.
24. Deputise for the Housing Manager during annual leave and other absences where appropriate. Specific tasks will be agreed with the Housing Manager/Head of Housing.

## Person Specification

### Essential skills and experience:

(to be evidenced at application and interview).

- Competent in using IT systems for record keeping and seeking information.
- A good standard of literacy and numeracy.
- Experience of working with people with complex needs in a multi agency setting
- Must hold a full UK driving licence with access to own vehicle

**Values** are at the core of Tyne Housing.

As an employer, we will provide exceptional skills training and personal development opportunities to all of our people.

If you have experience in a similar role or organisation you may wish to use examples from that experience.

We encourage applications from people who can demonstrate to us, and to the people who use our services, the following key behaviours;

Our Purpose: **We're here to help people get to a better place.**

Core value	Key behaviours for all staff and volunteers	Key behaviours for line managers
<p><b>We believe in people</b></p> <p><i>We believe in their strength, willpower and courage. We believe in each other, in those we support and in our community.</i></p>	<p>Good listening skills</p> <p>Comfortable communicating with a wide range of people</p> <p>Approachable</p> <p>Ambitious for our people and our local communities</p> <p>Empathetic</p>	<p>Respect for the team</p> <p>Active listening skills</p> <p>Understanding of work and personal life</p> <p>Supportive</p>

**We won't give up**

*We stand by our region's most vulnerable people, we believe that everyone deserves a chance to get to a better place.*

- Respectful
- Resilient
- Passionate about the work
- Honest and truthful - straight talking
- Tenacious - getting things done

- Builds confident teams
- Instils positivity
- Instils self belief
- Seeks to understand underlying issues

**We activate change**

*We are a catalyst for change, supporting small steps that lead to greater transformations.*

- Appreciates the role of safety and stability as foundations for positive change.
- Promotes access to opportunities
- Creative and flexible approach
- Builds trust
- Can challenge in a positive way

- Positive about change
- Leads by example
- Move forward attitude
- Inspirational

**We're better together**

*We invest in our region and in our communities. We're serious about progress and take pride in our relationships. We work with an open mind and embrace new opportunity.*

- Belief in partnerships
- Takes pride in our work
- Values all roles in the team
- Take responsibility for each other - going the extra mile
- Reflective - learning from each other

- Outward looking
- Looks to the whole system
- Promotes our work externally
- Learns from best practice.

## Terms and Conditions

<b>Annual remuneration:</b>	£22,746 – £24,952
<b>Hours of work:</b>	37.5 per week
<b>Annual Leave:</b>	26 days + Bank Holidays
<b>Notice Period:</b>	Four weeks

### Additional Benefits:

- Personal training and development planning
- 26 days holiday rising to 30 after 5 years of service.
- Your birthday off
- A generous pension scheme
- Death in service benefits
- Full service employee assistance programme
- + much more

All staff are employed subject to the satisfactory completion of six months probationary period

Specific terms and conditions will be as stated in the Terms and Conditions of Employment document

Support and supervision will be provided by the Housing Manager

Tyne is an accredited Investor In People and Equal Opportunities employer as well as holding a silver Better Health At Work Award.

**This post is subject to an enhanced Disclosure and Barring Check.**

## How to apply

To apply for this role please ensure you have taken the time to read through the job description and person specification before completing your application.

Please note, we do not accept CVs and require completed application forms which can be downloaded from our website [www.tynehousing.org.uk/vacancies](http://www.tynehousing.org.uk/vacancies) or you can request a copy by emailing [info@tynehousing.org.uk](mailto:info@tynehousing.org.uk) or calling reception on 0191 265 8621.

Completed application forms can be sent via email to [info@tynehousing.org.uk](mailto:info@tynehousing.org.uk) with the subject line 'Senior Supported Housing Officer' or posted to our head office at: Tyne Housing Association, St Silas Church Building, Byker, Newcastle Upon Tyne, NE6 1PG.

Closing date for applications: Midday Monday 30th March

***Tyne HA is a registered society under the Co-operative and Community Benefits Societies Act 2014 number 21011R and is a charitable housing association***