

Job Description

Job Title: Sessional Out of Hours Housing Worker

Responsible to: Out of Hours Manager

Location: Newcastle

Job Purpose:

With the support and guidance of the Out of Hours Manager, provide a mobile emergency response and out of hours housing and security service to vulnerable residents of supported housing

The post is offered on a sessional basis with 12 hour night shifts covering Monday-Sunday 9PM – 9.00AM and weekend and bank holiday day shifts from 9 am to 9.30PM

The Role in Context:

Tyne Housing has been providing accommodation for the region's most vulnerable and excluded people for nearly 50 years. We understand that our residents don't just need our support 9-5 Mondays to Fridays so our Out of Hours Team is there to provide help and assistance throughout the year.

We know from resident surveys that they really value the Out of Hours Team and feel that their presence gives them a huge sense of enhanced safety and security.

The role is busy and varied – you may find yourself organising repairs to a broken boiler in the dead of winter, organising a move for someone who can't stay where they are that night, or just checking up on a resident that staff have alerted you is going through a tough time.

Some experience of housing, support or security work could be beneficial but what we really want are people who understand and appreciate our values, want to help others, and feel they can make a difference to people's lives.

Main Duties:

1. From the Out of Hours base at Wilfred St in Byker, provide on-site presence at various locations in response to need.
2. Carry out regular patrols in the Tyne vehicle across our housing stock to safeguard tyne residents, neighbours and property.
3. Respond to and deal with concerns regarding anti-social behaviour involving Tyne properties
4. To maintain full and accurate log of events during the shift
5. To monitor CCTV images and respond promptly to any concerns.
6. Work with emergency services and out of hours contractors to ensure the safety and security of residents, neighbours, equipment or property.
7. Report any serious incidents and discuss them with the Out of Hours Manager.
8. Carry out planned visits to particular properties to check on the well-being of residents or prevent anti-social behaviour.
9. Keep properties safe and comfortable for residents by resetting fire alarms, ordering emergency repairs etc.
10. Keep yourself safe by working to Tyne's Health & Safety procedures at all times.
11. Enforce Tyne's license and tenancy conditions, and house rules.
12. To apply equal opportunities and anti-discrimination policies and ensure rights to privacy and confidentiality are maintained.
13. To be a good team player and work constructively with colleagues and managers.
14. Learn and grow with Tyne. Identify your own training needs, work with your manager to develop yourself and attend any appropriate training that is arranged for you.
15. To undertake any other appropriate duties as directed by the Out of Hours Manager or Head of Housing.

Terms and Conditions

Pay per shift: £124

Hours of work: 12.5 hour shifts as required

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

Support and supervision will be provided by the Out of Hours 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.

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