

Job Description



Date	February 2015
Post Title	Gateway Support Officer (Supporting People)
Post No.	SSRS0054
Grade	SCP 22-25
Section	Health, Social Care and Wellbeing
Service Area	Adult Services
Responsible To	Principal Contracts and Review Officer (Supporting People)

Job Purpose

To support the application, assessment, referral and monitoring processes and associated administration of the Council's Supporting People funded services; both accommodation based and floating support.

Key Results Areas

1. To receive and evaluate all referrals for Supporting People funded housing-related floating support services in Newport.
2. To undertake initial vetting and risk checks for all housing-related floating support referrals received by the Supporting People Team.
3. To be the first point of contact for enquires from (from both professionals and members of the public) for the Council's non-generic housing-related floating support services.
4. To match the referral against the most appropriate housing-related support service (either generic or specialist) and make allocation.
5. To work in partnership with the Council's Supporting People funded floating housing-related support services and other external Supporting People funded support services to ensure the service user is able to access the most appropriate service to meet their identified needs.
6. To respond to information received from the floating support services to make decisions about individual support services in consultation with senior Supporting People Team members.
7. To ensure that all electronic information about service users seeking and receiving a housing-related support service (non-generic) is updated; this which will included monitoring information supplied directly from the support providers.
8. To instigate individual support plan reviews of service users receiving support from the Council's Supporting People funded services (accommodation based and floating support).
9. To work closely and collaboratively with managers and support staff of non-generic housing-related floating support services to ensure they run efficiently and effectively.
10. To support the Floating Support Project Officer (and provide cover in absence) to include carrying out housing-related needs and risk assessments for referrals received to the generic floating support services.
11. To support the Gateway Co-ordinator (and provide cover for absence) to include operation of the Supported Housing Gateway processes to include taking and competing applications for supported accommodation in Newport.

12. To assist the Gateway Co-ordinator in facilitating the Move-On process and to attend Move-On Panel meetings as required.
13. To work closely with the Floating Support Project Officer, the Gateway Co-ordinator and other members of the Supporting People Team to ensure operations run efficiently and effectively.
14. To undertake regular partnership meetings, and programmes of monitoring and evaluation with support providers to ensure contract specification requirements are met.
15. To deliver the Council's housing-related support services in accordance with the Welsh Government guidance and grant conditions.
16. To be aware of and to take forward policy and guidance in relation to the Protection of Vulnerable Adults and children's safeguarding.
17. To liaise with Social Work & Housing Teams and external agencies to inform, promote and develop the Council's Supporting People funded floating support services.
18. To analyse (statistical and qualitative) data and provide reports on the Council's Supporting People funded floating support services.
19. To undertake other project work as defined by the Supporting People Manager, Housing Needs Manager or other senior team members.

Qualifications and Experience

Educated to HND or equivalent (D), knowledge of supported housing/Supporting People, social services and/or housing legislation and policy (DS), knowledge of the housing needs of vulnerable groups of people (E), knowledge or understanding of support (and/or care) planning processes (E).

Supervisory Responsibilities

None

Supervision Received

Principal Contracts and Review Officer (Supporting People)

Principal Contacts

Council officers
General public
Supporting People Team
Housing Needs Unit officers
Other Authorities' Supporting People Officers
Support Providers e.g. housing associations and voluntary organisations
Social Workers, Housing Officers and other Professionals

Special Conditions

Disclosure & Barring Service

This post will result in you having contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will be subject to a Disclosure & Barring Service check. Further information about Disclosure & Barring Service checks and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Job Requirement



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Requirement		Essential (E) / Desirable (D)	How Tested (Application Form / Interview) (S) = used at Shortlisting
Education / Qualifications / Knowledge			
1.1	Educated to HND or equivalent	D	Application Form (S)
1.2	Knowledge of supported housing and housing policy and practice	E	Application Form (S)
1.3	Knowledge of the housing needs of vulnerable groups of people	E	Application (S)/Interview
1.4	Knowledge or understanding of support (and/or care) planning processes	E	Application (S)/Interview
Experience			
2.1	Minimum of three years dealing with vulnerable groups of people	E	Application Form (S)
2.2	Minimum of two year providing either direct support to service users and/or assessing the needs of vulnerable adults	E	Application (S)/Interview
2.3	Experience of working in an administrative environment	E	Application (S)
Aptitudes and Skills			
3.1	Good interpersonal skills which have been developed in a variety of settings	E	Interview
3.2	Good organisational skills	E	Interview
3.3	Good time management and ability to self motivate, work under pressure and complete tasks within tight deadlines	E	Interview
3.4	Ability to formulate clear judgements and recommend appropriate courses of action	E	Interview
3.5	Ability to analyse and interpret complex issues	E	Interview
3.6	Ability to form positive and collaborative working relationships with colleagues and other agencies	E	Interview
3.7	Ability to write reports which set out key issues and options for action	E	Interview
3.8	Ability to deal directly with the public who may be	E	Interview

	experiencing complex and emotive situations		
3.9	Ability to work collaboratively with colleagues, providers and other professionals to deliver quality services and outcomes	E	Application (S)/Interview
3.10	Ability to work flexibly and proactively and be able to work on one's own initiative	E	Interview
3.11	Ability to work with a range of IT applications and e-communication	E	Application (S)/Test
3.12	Good numeracy skills, sufficient to understand and interpret simple performance data	E	Interview/Test
	Personal Attributes		
4.1	Ability to provide and actively listen to information	E	Interview
4.2	Ability to work well within a team	E	Interview
4.3	Ability to communicate and engage with vulnerable service users	E	Application (S)
4.4	Self motivated and able to work with others	E	Application (S)
4.5	A positive approach to third sector providers	E	Interview
	Circumstances		
5.1	Able to work flexible hours to meet requirements"	D	Interview
5.2	Full current driving licence and use of car	D	Application Form
	Equal Opportunities		
6.1	Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport City Council.	E	Interview