#

PERSON SPECIFICATION – HOUSING SUPPORT OFFICER

# SKILLS, KNOWLEDGE AND EXPERIENCE

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| ESSENTIAL | DESIRABLE | IDENTIFIED BY |
| Experienced supported housing worker, working in a Hostel Environment or similarKnowledge of Housing & DWP BenefitsExperience of dealing with people face to faceIT LiterateAbility to communicate effectively, orally and in writing. | An understanding of individuals with disadvantaged backgrounds | Application form / InterviewApplication form / InterviewApplication form / InterviewApplication form / InterviewApplication Form Application Form |

# QUALIFICATIONS

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| ESSENTIAL | DESIRABLE | IDENTIFIED BY |
| Minimum 4 GCSE’s or equivalent | Chartered Institute of Housing Level 3 or equivalentDriving Licence | Certificates of qualifications.Certificates of qualifications.Driving Licence |

# ATTITUDE AND MOTIVATION

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| ESSENTIAL | DESIRABLE | IDENTIFIED BY |
| Excellent interpersonal and communication skillsAbility to motivate and support residents using a sympathetic and tactful approach Willingness to learn and undergo any necessary trainingCommitment to delivering a professional and confidential serviceSelf Motivating with an ability and willingness to work autonomously |  | Application Form / Interview.Application Form / Interview.InterviewApplication Form / InterviewInterview |