# 

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 similar  Knowledge of Housing & DWP Benefits  Experience of dealing with people face to face  IT Literate  Ability to communicate effectively, orally and in writing. | An understanding of individuals with disadvantaged backgrounds | Application form / Interview  Application form / Interview  Application form / Interview  Application form / Interview  Application 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 equivalent  Driving Licence | Certificates of qualifications.  Certificates of qualifications.  Driving Licence |

# ATTITUDE AND MOTIVATION

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| --- | --- | --- |
| ESSENTIAL | DESIRABLE | IDENTIFIED BY |
| Excellent interpersonal and communication skills  Ability to motivate and support residents using a sympathetic and tactful approach  Willingness to learn and undergo any necessary training  Commitment to delivering a professional and confidential service  Self Motivating with an ability and willingness to work autonomously |  | Application Form / Interview.  Application Form / Interview.  Interview  Application Form / Interview  Interview |