

EMPLOYEE SPECIFICATION – TEAM LEADER, HOUSING RELATED SUPPORT SERVICES

NB – When completing your application please ensure that you demonstrate how you meet these criteria.

Criteria		Essential	Desirable	How Assessed
Experience	1. At least two years' recent experience of working with clients in a supportive capacity. 2. At least 1 years' Supervisory/Line Management experience. 3. Experience of Payment by Results contracting.	✓ ✓	✓	Application/ Interview App/Int App/Int
Knowledge	4. A comprehensive understanding of the help and support required by people in housing need and the issues they face. 5. Up to date knowledge of the benefits system and the impact of welfare reforms. 6. Understanding of local, relevant statutory and voluntary agencies and how they provide services to vulnerable people. 7. Relevant and up to date knowledge of housing legislation and practice. 8. Up to date knowledge of safeguarding children and adult at risk procedures	✓ ✓ ✓ ✓ ✓		App & Int App & Int App & Int App & Int App & Int
Skills	9. Ability to communicate effectively with a wide range of people and agencies. 10. Ability to take on an advocacy role for clients and Fusion Housing when appropriate. 11. Ability to work on one's own initiative. 12. Ability to plan workload effectively. 13. Ability to supervise and appraise staff. 14. Ability to motivate a team of Housing Support Workers and organise services/work tasks. 15. Ability to speak another language, particularly Urdu/Punjabi, Polish or Hungarian	✓ ✓ ✓ ✓ ✓ ✓	✓	App & Int App & Int App & Int App & Int App & Int App & Int App/Test
Attitude	16. To have an understanding and commitment to the implementation and development of Equality, Diversity and Inclusion policies and practices. 17. To have a flexible approach and commitment to working as a member of a team. 18. To have a non-judgmental approach to working with all vulnerable people. 19. To be willing to attend early evening meetings and arranged visits. 20. An understanding of issues surrounding confidentiality and professional boundaries. 21. A willingness to learn and undertake training. 22. An enthusiasm for evaluation and practice	✓ ✓ ✓ ✓ ✓ ✓ ✓		App & Int App & Int App & Int Int Int App Int