

Employee Specification – Housing Support Worker, Better Outcomes Service

| Criteria | | Essential | Desirable | How this will be assessed |
|-------------------|---|-----------|-----------|--------------------------------------|
| Experience | 1. Substantial experience of supporting individuals experiencing one or a combination of the following: homelessness, mental ill health, learning & skills, substance misuse and/or offending | ✓ | | Application |
| | 2. Experience of working in the field of housing and homelessness. | ✓ | | App. & Interview |
| Knowledge | 3. Demonstrable understanding of the issues faced by homeless individuals and households including housing legislation. | ✓ | | App. & Interview |
| | 4. Awareness of welfare benefits system and the impact of current welfare reforms. | ✓ | | App. & Interview |
| | 5. Knowledge of relevant employment and learning services to support participants into education and/or work. | ✓ | | App. & Interview |
| | 6. Knowledge of strengths-based approaches to achieve identified goals, providing evidence of outcomes where needed. | | ✓ | App. & Interview |
| Skills | 7. Demonstrable skills to ensure your safety and the participants you support are safe from harm and abuse. | ✓ | | App. & Interview |
| | 8. The ability to respond to the needs of individuals in a non-judgemental way. | ✓ | | App. & Interview |
| | 9. The ability to communicate effectively with a wide range of people and agencies verbally and in writing. | ✓ | | App. & Interview |
| | 10. Ability to plan your workload effectively to meet needs of service and work on your own initiative. | ✓ | | App. & Interview Application |
| | 11. Ability to speak another language, particularly Urdu/Punjabi, Polish or Hungarian. | | ✓ | App. & Interview App. & Interview |
| | 12. Able to embrace change and quickly build rapport working collaboratively with colleagues | ✓ | | |
| Attitude | 13. Commitment to empowering people to make informed life choices and to actively take part in shaping a positive future for themselves and their communities. | ✓ | | App. & Interview |
| | 14. Have an understanding and commitment to the implementation and development of Equality, Diversity and Inclusion policies and practices. | ✓ | | App. & Interview |
| | 15. Actively pursue your own professional development and reflective practice. | ✓ | | App. & Interview |
| | 16. Be willing to attend early evening meetings and arranged visits. | ✓ | | Application |

N.B. When completing your application please ensure that you demonstrate how you meet each of these criteria.