

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
	12. Able to embrace change and quickly build rapport working collaboratively with colleagues	✓		App. & Interview
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.