

Employee Specification – Housing Support Worker, Housing Related Support Services

Criteria		Essential	Desirable	How this will be assessed
Experience	1. At least two years' recent experience of working with individuals experiencing one or a combination of the following, in a supportive capacity: homelessness, mental ill health, substance misuse and/or offending	✓		Application
	2. Experience of working in the field of housing and homelessness.	✓		App. & Interview
Knowledge	3. A working knowledge of the housing and support needs of homeless individuals and households.	✓		App. & Interview
	4. An up to date knowledge of welfare benefits system and the impact of current welfare reforms.	✓		App. & Interview
	5. Knowledge of local statutory and voluntary agencies.	✓		App. & Interview
	6. Knowledge of the issues faced by people in relation to housing.	✓		App. & Interview
	7. A good understanding of housing legislation and how it relates to homelessness in particular.	✓		App. & Interview
	8. Knowledge of safeguarding children and adult at risk procedures.	✓		App. & Interview
Skills	9. The ability to respond to the needs of individuals in a non-judgemental way	✓		App. & Interview
	10. The ability to communicate effectively with a wide range of people and agencies verbally and in writing	✓		App. & Interview
	11. The ability to take on an advocacy role when appropriate.	✓		App. & Interview
	12. Ability to plan your workload effectively and work on your own initiative.	✓		App. & Interview
	13. Ability to speak another language, particularly Urdu/Punjabi, Polish or Hungarian.	✓		App. & Interview
	14. The ability to be proactive and reactive to service demands and needs	✓	✓	Application
Attitude	15. Have an understanding and commitment to the implementation and development of Equality, Diversity and Inclusion policies and practices.	✓		App. & Interview
	16. Have a flexible approach and commitment to working as a member of a team	✓		App. & Interview
	17. Be willing to attend early evening meetings and arranged visits.	✓		App. & Interview
	18. Have an understanding of issues surrounding confidentiality and professional boundaries.	✓		App. & Interview
	19. Be willing to learn and undertake training.	✓		Application
	20. Have an enthusiasm for evaluation of practice	✓		

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