

Housing and Support Worker

Person Specification

	Essential	Desirable
Qualifications		
NVQ/Diploma Level 3 qualification or A-Level standard qualifications	✓	
Housing related qualification		✓
Knowledge and Skills		
Highly proficient in the use of IT including CRMs, email and web-based applications.	✓	
Excellent written and verbal communication skills	✓	
Excellent interpersonal skills	✓	
Understanding of mental health issues and substance misuse	✓	
Knowledge of homelessness/supported housing sector		✓
Knowledge of benefits system		✓
Ability to work within policies, procedures, and regulations	✓	
Ability to work well as part of team, whilst also being able to work on own initiative	✓	
Ability to prioritise workload to best meet support needs of individuals, and to keep calm when working under pressure	✓	
Ability to work within H&S procedures especially regarding risk assessment, safeguarding and lone working	✓	
Experience		
Experience of supporting individuals with multiple support needs	✓	
Experience of housing management		✓

----- *'Positive Intervention on Single Homelessness' Since 1972* -----

EQUALITY DIVERSITY and INCLUSION – NO BARRIERS

Company Limited by Guarantee No. 1041946
Registered Charity No. 501556



Housing and Support Worker Person Specification

	Essential	Desirable
Personal qualities (characteristics, style, interests, attitudes)		
Ability to demonstrate diplomacy, tact and be assertive when required	✓	
Flexible approach to work and times of work to include evenings/weekends and on-call	✓	
Committed to own personal and professional development	✓	
Understanding of the need for confidentiality and adhering to GDPR	✓	
Able to build and maintain professional working relationships and boundaries with peers and residents	✓	
Enthusiastic and positive attitude	✓	
Non-judgemental approach	✓	
Committed to equality and diversity	✓	
Additional		
Possession of full driving licence and access to motor vehicle or other mode of personal transport	✓	

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