

PERSON SPECIFICATION

Housing Support Officer.

	Essential	Desirable
EDUCATION / QUALIFICATIONS	1. To undertake statutory and appropriate training	Car driver
	2. Working towards or willing to work towards a relevant housing related qualification	Hold a relevant housing related qualification
SKILLS / ABILITIES	3. Ability to accurately report, record and maintain records, and produce reports	Ability to ensure high standards of practice
	4. An understanding of housing management issues	
	5. Good IT skills and ability to work with a range of computer programmes	
	6. Basic numeracy skills and good communication skills	
	7. Ability to research and access local sources and take ownership on individual projects.	
	8. Be able to bring your own skills and ideas to the service and implement them	
	9. Ability to interact and maintain good relationships with a variety of people e.g. service users, professionals and families and excellent communication skills	
	10. Ability to prioritise, follow through decisions and manage your own workload	
	11. A good working knowledge of Housing related support and legislation and ability to remain updated on changes that affect Housing at all times	
	12. Ability to look positively for solutions rather than obstacles	
	13. Recognise and report deficiencies	
EXPERIENCE / UNDERSTANDING	14. An understanding of dignity, Equality and Diversity.	



	15. Importance of maintaining confidentiality and the Data Protection Act	
OTHER	16. Be able to work across a range of bases and to work flexible hours as required	

January 2017