



## Housing Support Service Person Specification

Attributes	Essential	Desirable
Qualifications	SVQ level 2 Health and Social Care	SVQ level 3 Health and Social Care or relevant educational/professional qualification
Previous Experience	Experience of providing support to this service user group in a paid or voluntary capacity Experience of providing housing support/advice to homeless people	Experience of work with substance misuse Experience of work with ex-offenders Experience of working within a team and using initiative
Specialist knowledge	Knowledge of equal opportunities issues and anti-discriminatory practice Knowledge of the causes and effects of homelessness Knowledge of welfare benefits/welfare rights as they relate to homeless people Knowledge of the skills needed by service users to maintain accommodation of their choice	Knowledge of current legislation affecting access to housing Knowledge of service provision available to homeless people Knowledge of health and safety issues relating to staff, service users and visitors
Job related skills	Ability to communicate accurately and effectively with colleagues, service users and other agencies Ability to draft and present information clearly and concisely Ability to build trusting professional relationships with service users Ability to undertake written assessments and support plans in consultation with service users	Ability to encourage and develop user involvement and participation In consultation with line manager to identify and address training issues Ability to speak confidently about the work of the organisation to homeless team, other professionals and small community groups
Job related skills cont..		



Attributes	Essential	Desirable
	<ul style="list-style-type: none"><li><b>Computer literacy</b></li><li><b>Current driving license and access to vehicle</b></li><li><b>Ability to work calmly and professionally in crisis situation</b></li><li><b>Ability to follow agreed policy and procedures</b></li><li><b>Effective time management</b></li><li><b>Ability to maintain, up to date, accurate and relevant files on service Users</b></li><li><b>Ability to undertake appropriate practical skills based work with service users</b></li><li><b>Ability to encourage and enable service users to make decisions and negotiate on their own behalves</b></li><li><b>Ability to maintain records and statistics as appropriate</b></li></ul>	