

ARK HOUSING ASSOCIATION

PERSONNEL SPECIFICATION

Position: Homeless Support Officer

CRITERIA	ESSENTIAL	DESIRABLE
Educational Attainment	Have at least 5 GCSE's or equivalent including English & Maths	Housing Management Degree or related discipline CIH Certificate in Housing or Supporting Homeless People
Relevant Experience	Minimum 1 years relevant experience providing support to vulnerable persons in a residential or community setting Demonstrate an understanding of current homeless/housing and/or other social issues	More than 3 years relevant experience providing accommodation support in a family homeless centre
Skills & Abilities	Be able to demonstrate ability to work as part of a team Demonstrate ICT ability and working knowledge of Microsoft office packages Have effective interpersonal communication skills Experience of report writing and providing verbal reports Be able to deal with customers in a confidential and non judgemental manner Be able to plan, organise and prioritise your work	Experience of working in a team within a housing organisation ICT literate and a sound working ability and knowledge of a range of Windows computer packages Demonstrate influencing skills Relevant training & experience in listening skills, client advocacy & support work Experience in preparing management reports and confidential case load reports Have empathy with individuals and experience in raising standards of client confidentiality Effective Time Management experience & skills

CORE COMPETENCIES		
Customer Focus	Treat all customers with respect and respond to all customer enquiries promptly, efficiently and confidentially	Establishes high expectations of customer services to improve service delivery
Team Working	<p>Have a clear understanding of team goals and objectives.</p> <p>Treats all team members with respect</p> <p>Have a 'can do' attitude to achieving team objectives</p>	Actively promotes teamwork and positively influences colleagues to maintain motivation and collaboration
Equality, Diversity & Good Relations	<p>Is committed to equality, diversity and good relations</p> <p>Is compliant with the requirements of the organisations equality scheme</p>	<p>Demonstrates a willingness to understand the impact of equality, diversity & good relations on customer services</p> <p>Receptive to new ideas and differences</p> <p>Promotes good practices in service delivery with regard to Equality, Diversity and Good Relations</p>