

Employee Specification

POSITION: Senior Advocacy Support Officer (Right Support: Right Time)

DATE COMPLETED: March 2025

CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS/ ATTAINMENTS	<p>A third level qualification or Educated to A 'Level standard or equivalent with a professional qualification + 2 years' experience in a support role</p> <p>OR</p> <p>Educated to A'level standard or equivalent + 5 years' experience in a support role</p>	
RELEVANT EXPERIENCE	<p>Experience in any one of the following areas: Social work or Social care Resettlement Related support field</p> <p>Experience of assessing the needs of vulnerable people.</p> <p>Previous Line Management experience</p>	
SPECIALIST KNOWLEDGE/ TRAINING	<p>Skilled in Project Management</p> <p>Knowledge of a variety of statutory and voluntary agencies</p> <p>Skilled in business use of a variety of computer packages</p>	<p>Knowledge of current mental health policy and issues</p> <p>Knowledge of managing and reporting on external funding</p> <p>Knowledge of working practices within housing organisations providing social housing.</p>
PERSONAL SKILLS	<p>Ability to communicate effectively with people, both in writing and verbally to include report writing skills.</p> <p>Can demonstrate an ability to identify and resolve problems quickly and efficiently.</p> <p>Can demonstrate an ability to take on responsibility, ownership and accountability of projects and tasks.</p>	<p>Can demonstrate line management of staff and development of a team</p>



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	<p>Can demonstrate a proven track record in meeting key performance targets and delivering excellent customer service.</p> <p>Experience in dealing with the improvement of the mental health of individuals</p> <p>Experience of working directly with tenants and customers and skilled in managing complaints.</p>	
DISPOSITION	<p>Enthusiastic and self-motivated. Ability to work on own initiative and work alone Ability to deal with conflict or challenging behaviour Attention to details</p> <p>Punctual, hardworking, flexible, be able to work with and direct other staff, dependable, honest, ability to work on own initiative, trustworthy, caring disposition,</p>	
CIRCUMSTANCES	<p>**Full current driving licence and access to a car.</p> <p>Flexible re: hours of work. Able to attend evening meetings as and when required.</p>	

* Apex reserves the right to enhance the criteria to facilitate shortlisting.

** This criteria will be waived in the case of an applicant whose disability prohibits driving, but who is able to arrange suitable alternative arrangements

Completed application forms must be returned to
Personnel and Training,
Apex Housing,
10 Butcher Street, L'Derry, BT48 6HL.

RIGHT SUPPORT: RIGHT TIME is supported by PEACEPLUS, a programme managed by the Special EU Programmes Body (SEUPB).