

Housing Support Officer

Person Specification



Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Communicate clearly, both verbally and in writing, at a range of levels
- Engage and provide intensive support to vulnerable people in crises
- Demonstrate extensive knowledge of benefits and welfare systems
- Prioritise and manage time in a busy environment whilst keeping a people centred approach
- Work as part of a team and on own initiative
- Effectively manage a case load, meet targets and demonstrate positive outcomes for service users
- Experience of being solution focussed and working with a range of partners
- Commitment to equal opportunities and anti-discriminatory policies and procedures
- Good numeracy, literacy and accuracy skills
- Full driving licence

Desirable

- Knowledge of Homelessness and Social Care policies in relation to adults and children as applied in Newcastle
- Understanding of Supporting People
- Vocational training related to the provision of support and advice

Part B

The following criteria will be further explored at the interview stage:

- Ability to work as part of a multi-agency team
- Understanding of mental health and its impact on homelessness