



South Tyneside Council

REGENERATION AND ENVIRONMENT

PERSON SPECIFICATION

POST TITLE: Housing Support Officer

GRADE: Band 6

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none"> Working towards or hold Degree level or equivalent 	<ul style="list-style-type: none"> Working towards or hold Professional qualification within Housing or Housing related field 	<ul style="list-style-type: none"> Application form Certificates
Work Experience	<ul style="list-style-type: none"> Experience in supporting vulnerable residents Experience of working with a range of internal and external agencies Experience of working with complex residents Experience in safeguarding 	<ul style="list-style-type: none"> Experience of rough sleepers and associated services Experience of data monitoring and analysis Experience of working in a political environment Experience of undertaking affordability checks and benefit checks Experience of delivering housing projects and policies Experience in housing management Experience of support agencies and referral mechanisms 	<ul style="list-style-type: none"> Application form Interview References Presentation
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> Knowledge of tenancies Knowledge of homelessness practice Able to engage proactively with range of residents Knowledge of support agencies and services in the Borough Solution focused and ability to think flexibility for the benefit of the client Able to attend external meetings and contribute to the regional discussion 	<ul style="list-style-type: none"> Knowledge of homelessness legislation Knowledge of supported housing and specialist housing fields Good understanding of the issues of working with registered providers and/or developers Able to feedback to regional and national partners on the outcomes of the project Excellent knowledge of National Housing Policy Good knowledge of the Care Act 	<ul style="list-style-type: none"> Interview References Presentation

Disposition	<ul style="list-style-type: none"> Fully committed to supporting tenants individually Consistently strive towards making a difference in the quality and impact of services delivered Positive and solution focused Proactive and reactive to the needs of the clients Flexible approach to work Committed to ongoing professional development and learning Committed to the principles of equality and diversity Able to contribute towards a culture of staff empowerment 		<ul style="list-style-type: none"> Interview References
Circumstances	<ul style="list-style-type: none"> Prepared to work outside of normal office hours as required Enhanced clearance from the Disclosure and Barring Service 	<ul style="list-style-type: none"> Full current driving licence or access to a means of mobility support 	<ul style="list-style-type: none"> Application form Interview DBS check