

Housing Support Officer

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Communicate clearly, both verbally and in writing, at a range of levels
2. Engage and provide intensive support to vulnerable people
3. Demonstrate extensive knowledge of benefits and welfare
4. Prioritise and manage time in a busy environment whilst keeping a people centred approach
5. Work as part of a team and on own initiative
6. Effectively manage a case load, meet targets and demonstrate positive outcomes for service users
7. Experience of being solution focussed and working with a range of partners
8. Commitment to equal opportunities and anti-discriminatory policies and procedures
9. Good numeracy, literacy and accuracy skills
10. Ability to work as part of a multi agency team
11. Understanding of mental health and its impact on homelessness

Desirable

1. Knowledge of Homelessness and Social Care policies in relation to adults and children as applied in Newcastle
2. Understanding of Supporting People
3. Full driving licence

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?