

	Essential	Desirable
Qualifications		
Good standard of education	*	
NVQ 3 or equivalent in relevant field		*
Knowledge and Skills		
Proficient in the use of IT e.g. emails, letters, data input, using web-based applications	*	
Excellent written and verbal communication skills	*	
Excellent interpersonal skills	*	
Knowledge of homelessness/housing issues		*
Knowledge of benefits system		*
Ability to work within policies, procedures and regulations	*	
A team player, whilst having ability to work on own initiative	*	
Ability to work under pressure	*	
Ability to work within H&S procedures especially regarding risk assessment	*	
Understanding of Trauma Informed Practice and Person-Centred Approach		*
Understanding of mental health issues and diagnoses, drug and alcohol dependency and behaviours that challenge		*
Experience		

----- *'Positive Intervention on Single Homelessness' Since 1972* -----

EQUALITY DIVERSITY and INCLUSION – NO BARRIERS

Company Limited by Guarantee No. 1041946
Registered Charity No. 501556



Lived experience or experience of working with individuals who require supported housing, or people with support needs		*
Experience of support work	*	
Experience of working with individuals displaying behaviours that challenge	*	
Personal qualities (characteristics, style, interests, attitudes)		
Ability to demonstrate diplomacy, tact and be assertive when required	*	
Flexible approach to work and times of work which may include evenings/weekends	*	
Committed to own learning and development	*	
Understanding of the need for confidentiality	*	
Able to make and maintain professional working relationships	*	
A practical and common-sense approach	*	
Enthusiastic and positive attitude	*	
Non-judgemental approach	*	
Committed to equality and diversity	*	
Additional		
Possession of full driving licence and access to motor vehicle or other mode of personal transport	*	

----- *'Positive Intervention on Single Homelessness' Since 1972* -----

EQUALITY DIVERSITY and INCLUSION – NO BARRIERS

Company Limited by Guarantee No. 1041946
Registered Charity No. 501556

