Tenancy Sustainment Support Worker 2

Person Specification

Listed below are the essential and desirable requirements for the post that are used to shortlist candidates for interview.

Candidates are strongly advised to refer to the Job Description and the person specification when completing their application form. Constraints of time and money mean that only a limited number of people can be short-listed for an interview. Meeting the essential requirements will not necessarily mean you will be short-listed.

All staff at Simon Community Scotland are expected to show commitment to the quality of service offered to homeless people and demonstrate a thoughtful and considered approach to the work. Honesty, reliability, use of initiative and the ability to establish good working relationships with clients and colleagues are essential attributes.

EDUCATION/ATTAINMENT:

Essential
- ❑ Literate
- ❑ Numerate

Desirable
- ❑ Relevant professional qualification (e.g. Mental Health/Social Care/Housing).

KNOWLEDGE:

Essential
- ❑ Knowledge of Housing legislation
- ❑ Knowledge of the voluntary sector
- ❑ Knowledge of the benefits system.
- ❑ Knowledge of Resettlement work.

Desirable
- ❑ Knowledge of Homelessness related legislation and policy.

EXPERIENCE:

Essential
- Minimum of 2 years' experience of support work within the homelessness and/or housing field.
- Experience of working directly with clients (one-to-one)
- Experience of working with clients with diverse needs (e.g. drug/alcohol/mental health issues)
- Experience in advocacy work.
- Experience in dealing with clients who may display challenging behaviour.

Desirable
- Experience of resettlement work
- Experience of facilitating support groups.
- Experience of working with women and people from ethnic minorities.

SKILLS & ABILITIES:

Essential
- Inter personal and negotiating skills
- Written and verbal communication skills (must be able to contribute to written reports and documents which discuss complex issues in a clear and concise way).
- Listening skills
- Ability to work on own initiative
- Organisational and administrative ability

Desirable
- Ability to motivate, supervise and support volunteers should the project develop to include these
- Assessment skills
- Recording, monitoring and evaluation skills
- I.T. skills (Microsoft Software)

QUALITIES/ATTRIBUTES

Essential
- A commitment to Equal Opportunities and non-discriminatory practice.
- A commitment to the promotion of user participation and rights
- A non-judgemental approach to service users.

Circumstance
- Willingness to work flexible hours