

JOB TITLE:	Rough Sleeper Accommodation Support Officer	POST NO:	TBC
GRADE:	Tba	DEPARTMENT:	Place and Economy
HOURS	37		
DIVISION:	Housing Needs	DIRECTOR:	Adrian Chapman
DATE:	1/11/2022	COMPLETED BY:	Sarah Scase

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>Customer focussed with an understanding of the need to respond holistically to the needs of vulnerable clients. (A/I)</p> <p>Experience and understanding of the range of support services we provide to customer group including professional boundaries, risk assessments and support programmes. (A/I)</p> <p>An awareness and understanding of the housing and support needs of customer group including a good knowledge of welfare benefits and budgeting skills (A&I)</p>	<p>A working knowledge of Part VI & VII of the Housing Act 1996 as amended by the Homelessness Act 2002. (A&I)</p> <p>An understanding of the Homelessness Reduction Act 2017. (A&I)</p> <p>An understanding of the reasons for homelessness and the wider system of support services. (A&I)</p>
SKILLS & ABILITIES	<p>Communications approaches to instil an open workplace culture and confidence amongst colleagues, partners and senior management. (A&I)</p> <p>Ability to analyse complex issues and written material quickly, to think creatively about problems and identify solutions. (A&I)</p> <p>Positive behaviours in dealing with people, problem-solving and matching effort to job demands. (A&I)</p> <p>Excellent self-organisation. (A&I)</p>	<p>Ability to effectively use a range of IT applications including databases, word processors and spreadsheets. (A&I)</p>

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
EXPERIENCE	<p>Experience and understanding of the range of support services we provide to customer group including professional boundaries, risk assessments and support programmes. (A&I)</p> <p>Able to demonstrate experience of supporting vulnerable individuals from diverse backgrounds whose support needs are complex. (A&I)</p> <p>An awareness and understanding of the housing and support needs of customer group including a good knowledge of welfare benefits and budgeting skills (A&I)</p> <p>Experience of Managing own caseload and key working (A&I)</p>	<p>An understanding of partnership working including a Multi-agency approach and working with Local Authority Housing Department. (A&I)</p> <p>Safeguarding knowledge and good practice (A&I)</p> <p>Experience of managing anti-social behaviour and Positive behaviour support. (A&I)</p>
QUALIFICATIONS	<p>A good general level of education or equivalent through relevant training/experience (A)</p> <p>Evidence of continuing personal/professional development. (A&I)</p>	
PERSONAL CIRCUMSTANCES	<p>Able to work outside of normal office hours including occasional weekends and bank holidays. (A&I)</p> <p>Willingness and ability to travel in line with requirements of the post. (A&I)</p>	
EQUALITY	<p>Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A & I)</p> <p>Promotes equality of opportunity for all people as employees or customers. (A&I)</p> <p>Promotes an environment where everyone can thrive and reach their potential. (A&I)</p> <p>Recognises and values the diversity of the communities where the organisation works. (A&I)</p>	
CUSTOMER CARE	<p>Knowledge and understanding of effective customer care (A&I)</p>	

At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]