



## Person Specification – HOUSING COORDINATOR

### Assessment

Qualifications	E/D	Assessment			Comments
		1	2	3	
Good basic education including 5 GCSEs or equivalent.	<b>E</b>				
Reasonable independent means of transport	<b>E</b>				
Qualification in Housing and/or health and safety	<b>D</b>				



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Experience of (cont.)	E/D	1	2	3	Comments
Housing Management (ideally within supported housing)	<b>E</b>				
Working with adults with mental health needs or other vulnerable groups	<b>E</b>				
dealing with anti-social / challenging behaviour	<b>E</b>				



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Experience of (cont.)	E/D	1	2	3	Comments
developing and maintaining close working relationships with other services / agencies	E				
working towards targets and tight deadlines	E				
using own initiative	E				



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Experience of (cont.)	E/D	1	2	3	Comments
working appropriately with confidential / sensitive information.	<b>E</b>				
supervising / line managing staff	<b>D</b>				
supporting people to find safe and sustainable long-term housing	<b>D</b>				
arrears management	<b>D</b>				



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Skills and Competencies	E/D	1	2	3	Comments
Excellent interpersonal skills / ability to communicate verbally and in writing, with both internal and external audiences.	<b>E</b>				
IT skills – Microsoft Word / Excel / Outlook / Teams	<b>E</b>				
Understands the need to promote independence	<b>E</b>				



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Skills and Competencies (cont.)	E/D	Assessment			Comments
		1	2	3	
Ability to develop and maintain excellent working relationships, both internally and externally	<b>E</b>				
Strong organisational skills	<b>E</b>				
Ability to work on own initiative	<b>E</b>				
Report writing skills	<b>E</b>				
Strong leadership and motivational skills	<b>E</b>				



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Skills and Competencies (cont)	E/D	Assessment			Comments
		1	2	3	
Problem solving skills	<b>E</b>				
Good time management skills - Proven ability to organise self and prioritise to meet deadlines	<b>E</b>				
Ability to function effectively as part of a team	<b>E</b>				
De-escalation skills	<b>D</b>				



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Knowledge	E/D	1	2	3	Comments
Knowledge of relevant housing and health and safety legislation	<b>E</b>				
Working knowledge of the standards set by the Regulator of Social Housing and the Housing Ombudsman's Complaint Handling Code.	<b>E</b>				
Knowledge of local social housing allocation policy and procedures	<b>E</b>				
Knowledge of welfare benefits, in particular housing benefit, Universal Credit and PIP	<b>E</b>				





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Attitude and Personality	E/D	1	2	3	Comments
Willingness to undertake additional training and continuing professional development	<b>E</b>				
Warm and Empathic	<b>E</b>				
Calm and focussed under pressure	<b>E</b>				
Enthusiastic and self-motivated	<b>E</b>				
Uses initiative appropriately	<b>E</b>				
Understanding of and commitment to Equality, Diversity and Inclusion	<b>E</b>				



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