PERSON SPECIFICATION

Supported Housing Officer

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

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Qualifications and training

Method of Assessment – D, I

Essential:

- Educated to GCSE level in English and Maths at Grade 9-4, or able to demonstrate an equivalent standard of literacy and numeracy

Desirable:

- Relevant training or qualification in supported housing, welfare benefits, safeguarding, property compliance or health and safety

- CIH Level 3 or above, or an equivalent housing qualification
- The New GCSE Grading System
- Grades 7-9 are equivalent to the former grades A and A*
- The bottom of grade 7 aligns with the bottom of the former grade A
- Grades 4-6 are equivalent to the former grades B and C
- The bottom of grade 4 aligns with the bottom of the former grade C

Experience and knowledge

Method of Assessment – S I D

Essential:

- Relevant experience in housing management, supported housing, social housing, social care accommodation or another related environment involving adults who may have additional needs.
- Experience of managing housing-related enquiries, cases or an allocated portfolio, while maintaining accurate and confidential records.
- Experience of effective multi-agency working with residents, families or authorised representatives, care providers, social care professionals, landlords and other partners.
- Understanding of property management responsibilities, repairs, health and safety, compliance monitoring and the importance of clear responsibility between landlords, care providers and other parties.
- Understanding of safeguarding responsibilities and the ability to recognise, record and escalate housing-related concerns.
- Understanding of data protection, consent, capacity and appropriate information sharing when working with residents and authorised representatives.

Desirable:

- Experience of managing or operating supported living accommodation for adults with learning disabilities and/or autism, mental health needs or other support needs.
- Practical knowledge of occupancy and licence management, including sign-up, review, breach management and occupancy sustainability.
- Knowledge of Housing Benefit, Specified Accommodation, service charges, rent accounts and welfare benefits.
- Experience of working within local government, an arm's-length management organisation, a registered housing provider or another social housing organisation.
- Knowledge of Shropshire's supported and social housing provision and relevant local partners.

Specialist skills and abilities

Method of Assessment – S, I, D

Essential:

- Strong interpersonal skills and the ability to establish constructive working relationships with residents, representatives, professionals and partner organisations.
- Excellent written and verbal communication skills, including the ability to explain complex housing, rent, service charge and occupancy information clearly and accessibly.
- Ability to communicate with adults who may have additional communication or support needs, while maintaining professional boundaries.
- Good numerical skills and the ability to identify discrepancies and maintain supporting evidence.
- Ability to undertake property visits and inspections, recognise property, compliance and health and safety concerns, and ensure appropriate follow-up and escalation.
- Ability to manage a varied and geographically dispersed caseload, prioritise according to risk and resident impact, and meet deadlines through effective time management.
- Strong problem-solving and decision-making skills.
- Excellent ICT skills, including confident use of Microsoft Word, Excel, Outlook and MS Teams and the ability to use case-management or housing systems accurately.
- Ability to maintain clear and accurate written records of decisions, responsibilities, actions, inspections and follow-up activity.
- Ability to work consistently in accordance with Council policies, procedures, quality standards and agreed controls.
- Commitment to customer-focused services, equality, dignity, safeguarding and continuous service improvement.

Desirable:

- Experience of contributing to the development and review of procedures, templates, systems or service improvements in a housing environment.
- Understanding of person-centred approaches.

Personal skills and attributes

Method of Assessment – S, I, D

Essential:

- Professional and approachable in working with residents, families, representatives and professionals.
- Organised and methodical, with strong attention to detail.
- Can work on own initiative, exercise sound judgement and recognise when management, legal or specialist advice is required.
- Can work independently and as part of a wider team.
- Flexible, adaptable and responsive to changing priorities, including urgent or unplanned housing management matters.
- Able to remain calm and professional when dealing with challenging situations, complaints or conflicting views.
- Committed to maintaining confidentiality, accurate records and appropriate professional boundaries.
- Can contribute positively to collaborative working and service development.
- Strong commitment to quality standards, compliance and continuous improvement.
- Customer-focused, with a commitment to providing an accessible and responsive front-line service.

Decision making impact and innovation

Method of Assessment – S, I, D

Essential:

- Ability to make sound day-to-day decisions within agreed policies, procedures and delegated responsibilities, recognising when matters require escalation or specialist advice.
- Ability to assess competing priorities and risk and determine appropriate housing management action.
- Ability to identify practical improvements to housing management processes, systems and service delivery.

Desirable:

- Experience of contributing to service improvement or developing housing management processes and procedures.

Fluency Duty

Essential – Communication (Fluency Duty)

This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role.

This criteria applies in accordance with the statutory Fluency Duty for public facing roles

Special working conditions

Method of Assessment – I, D

Essential:

- Ability to undertake frequent unaccompanied planned and responsive visits to supported living properties across Shropshire.
- Have use of own vehicle to travel to appointments and sites during working hours.
- A valid driving licence and appropriate business-use car insurance.
- Ability to work from home where required and attend the primary work base, supported living properties and other locations according to service needs.
- Ability to work in accordance with lone-working and health and safety procedures when undertaking visits.
- During a pandemic, epidemic, major incident or emergency, the postholder may be required to work from home or another location and occasionally undertake duties not stated in the job description or person specification where there is an appropriate skills, competency and experience match.
- The postholder will be required to work flexibly across Council locations within the County, services or work settings where reasonably required to meet organisational needs. This may include temporary cover to provide service continuity arising from absence, vacancies, service pressures, a pandemic, epidemic, major incident and/or emergency (not an exhaustive list). Any alternative duties will be appropriate to the employee's skills, competencies and experience.