

**PERSON SPECIFICATION:**

**Head Start Co-ordinator – New Tenants**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications**  | A good standard of education. Minimum of GCSE level Maths and English or equivalent  | A relevant qualification in Domestic Violence, Housing Support, Money Advice, Health and Social Care and/or wellbeing (or working towards a qualification) |
| **Experience**  | Experience of working in social housing and or support sectorProven experience of working with vulnerable people |  |
| **Knowledge, Skills & Abilities** | A detailed understanding of the welfare benefits systemA good understanding of basic budget and money advice supportGood verbal communication skills and the ability to communicate effectively to a variety of peopleA commitment to equal opportunities and ensuring services are accessibleUnderstanding of the problems faced by those on a low income, and of the skills needed to sustain an effective tenancyAbility to keep accurate records relating to customersAbility to work on own initiative and prioritise own workloadAbility to develop, deliver and evaluate tenancy sustainability training sessionsAbility to develop, deliver and evaluate personal goal plansAbility to employ negotiation skills successfullyTo represent the organisation at multi agency meetings and debrief colleagues accordinglyTo creatively work up solutions to issuesTo build trust and rapport very quicklyComputer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learnAbility to identify own skill gaps and request training where relevant | The ability to work evenings and weekends as requiredAbility to encourage others to participate in activitiesAn awareness of financial exclusion amongst low income and/or vulnerable customersFull Driving Licence |