

**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 sector  Proven experience of working with vulnerable people |  |
| **Knowledge, Skills & Abilities** | A detailed understanding of the welfare benefits system  A good understanding of basic budget and money advice support  Good verbal communication skills and the ability to communicate effectively to a variety of people  A commitment to equal opportunities and ensuring services are accessible  Understanding of the problems faced by those on a low income, and of the skills needed to sustain an effective tenancy  Ability to keep accurate records relating to customers  Ability to work on own initiative and prioritise own workload  Ability to develop, deliver and evaluate tenancy sustainability training sessions  Ability to develop, deliver and evaluate personal goal plans  Ability to employ negotiation skills successfully  To represent the organisation at multi agency meetings and debrief colleagues accordingly  To creatively work up solutions to issues  To build trust and rapport very quickly  Computer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learn  Ability to identify own skill gaps and request training where relevant | The ability to work evenings and weekends as required  Ability to encourage others to participate in activities  An awareness of financial exclusion amongst low income and/or vulnerable customers  Full Driving Licence |