**Tenancy Sustainment Officer – Homeless Services: Person Specification**

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|  |  | **Criteria****Indicated E (Essential) D (Desirable)** |
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| **Qualification / Education** | **D****D** | Emergency First Aid CertificateLandlord / Housing Law training (willingness to undertake) |
| **Competencies / skills / experiences** | **E/D****E/D****E/D****D****E/D****E/D****E/D****E****E****E****E****E/D** | **E/D means experience preferred but not necessarily essential.**Experience and understanding of rent collection and debt recoveryExperience of working with individuals within their own accommodation; shared or individualExperience of supporting tenant involvement and empowermentUnderstanding of housing law including terminating tenancies / licence agreementUnderstanding of tenants and landlords rights and obligationsUnderstanding of welfare benefits and support grants availableExperience of working with Health and Safety regulationsAbility to form positive relationships with clients, partner agencies and teamAbility to motivate people to engage with help and support offeredConfidence in working with people in their own home.Ability to communicate logically, concisely and effectively at all timesAbility to asses situations and residents to ensure suitable solutions and placements |
| **Personal characteristics** | **D****E****E****E** | Ability to diffuse difficult situations and remain calmAbility to work majority of the time unsupervisedGood time management, organisation and prioritisation skillsAbility to drive and use of own car |

**This post will be subject to a DBS check and will require the post-holder to participate in on-call duties on a rota basis**