**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 Certificate  Landlord / 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 recovery  Experience of working with individuals within their own accommodation; shared or individual  Experience of supporting tenant involvement and empowerment  Understanding of housing law including terminating tenancies / licence agreement  Understanding of tenants and landlords rights and obligations  Understanding of welfare benefits and support grants available  Experience of working with Health and Safety regulations  Ability to form positive relationships with clients, partner agencies and team  Ability to motivate people to engage with help and support offered  Confidence in working with people in their own home.  Ability to communicate logically, concisely and effectively at all times  Ability to asses situations and residents to ensure suitable solutions and placements |
| **Personal characteristics** | **D**  **E**  **E**  **E** | Ability to diffuse difficult situations and remain calm  Ability to work majority of the time unsupervised  Good time management, organisation and prioritisation skills  Ability 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**